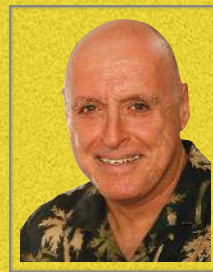


THE EXTRA POINT

BY JERRY ROBERTS



308 What If Nobody Wanted to See You at Work?

Imagine you walked through the door at work and people yelled, “Oh no, Good Lord, please, not (and they tagged your name on the end of that) — and they meant it? What if everybody in the building was shouting that, and worse? How would you react? I’m Jerry Roberts and we’ll talk about this, next on The Extra Point.

His name is Pedro Baez and for a long time, he faced a powerfully negative reaction from just about everybody around him, every time his boss asked him to negotiate a problem.

Sometimes Pedro made faulty efforts to control the situation, and many times he lost that control. Too often, in the worst of cases, he gave away the advantages built up by his company, and on a few occasions he even allowed the opposition to achieve a total victory. When this happened, people throughout the workplace screamed their displeasure at Pedro, letting him know they thought he was a loser. They urged the boss to get rid of him.

For his part, Pedro never complained. He knew his role in the company and that there would be successes and failures. I wonder if it ever hurt him that the praise he got from people for those successes was never nearly as enthusiastic as the criticism that rained down if he fell short.

Are we as passionate in our enthusiasm as we are when things don’t go well? Is the tone and level of our voice the same when we praise a worker, as when we have to correct him/her following a mistake or behavioral issue? Is there a noticeable difference?

Back to Pedro Baez. He wasn’t fired. He never lost his confidence. Even if people screamed every time he entered a negotiation, he gave it his best effort and his results have steadily improved. People in the workplace have even stopped vocalizing their dismay whenever the

boss calls on him, but he still doesn’t receive much praise.

Before I go further, let me identify what Pedro does for a living and the company he works for. If you’re a baseball fan it’s possible you recognized the name. If you’re a Dodgers fan then you knew all along. Pedro Baez has been a relief pitcher for the team since 2014, and he’s had plenty of ups and downs. Dodgers fans have booed him mercilessly. At the very moment you’d think they’d want to encourage him, they were brutal. I can’t recall when fans ever cheered him the same way — until yesterday against the Pittsburgh Pirates.

Pedro entered the game in the 8th inning with L.A. up on the Pirates, 3-1. The bases were loaded with nobody out and the fans were on the edge of their seats, expecting Baez to give up a big hit and wipe out the Dodgers lead. Two pop flies and a strikeout later, he had shut the door on the Pirates, no runs scored. When the batter swung and missed for the third strike, Dodger Stadium erupted in cheers. It was loud and long for a guy who needed to hear it. Pedro shook his fist for just a moment, then walked off the field, with a facial expression not too different from when he exited to all the boos. Not too much emotion because that’s what they pay him for. I hope those cheers were still ringing in his head when he got up today...just the same as I hope your praise is ringing in the ears of coworkers, your spouse, your kids, long after you give it — with clarity, with purpose, and with energy. Do that because they need it, too.

That’s The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I’m Jerry Roberts.

###

For information on training and consulting services from Jerry Roberts, please click this link: guamtraining.com

THE POINT
93.3 FM / 1350 AM / 104.3 FM HD-3

GUAM TRAINING