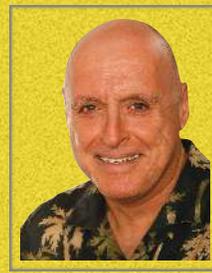


THE EXTRA POINT

BY JERRY ROBERTS



323 Changing How We Think About Change

Do you like that the world is constantly changing, or would you like to bark out the command, “Okay, that’s enough. Leave things alone” — and everything just came to an immediate halt and never changed again? I know folks like that. I’m Jerry Roberts and wherever you’re coming from on the topic of change, let’s chew on it, today, on The Extra Point.

Well, good luck to those who want the world to stop changing. As the saying goes, the only constant is change.

Most of us are just fine with change, so long as it’s somebody else who is doing the changing, not us.

I was delivering a training class many years ago in a company where certain departments were having troubles. The training was about human behavior, resolving conflict, forming agreements, and finding ways to work together peacefully and effectively.

All was going well and based upon the feedback I was receiving, I was sure I was getting through to everybody. Then, during the break, people from both of these departments came up to me and said almost the same words, “It’s really good you’re doing this training. The people over in XYZ department really need it.” All I could do was smile and nod, but I was thinking, “How could they have gone through what we just experienced and totally shed any personal responsibility for what’s been going on here, instead shifting it all to the people in the other department?” But isn’t that what all of us do?

What’s the biggest outcry before every Guam election? “We want change!” Then what happens? We vote people in who make the same promises we’ve heard before and end up doing pretty much the same things we’ve seen before, and then we get mad at them. Why do we expect they would be different? Where

should the real change have come from?

Managers and business owners may employ the same techniques and strategies to generate higher productivity, and even though they aren’t successful, they keep on doing it the same way. They blame the workers, not their ideas, methods, and overall approach.

What did Einstein say about the definition of insanity? Let me give you the longer version this time. It’s doing something and getting a certain result, then doing it over and over again and getting that same result — and then doing it yet again, but expecting different results. Where does the problem lie, with the thing we are expecting to all of a sudden change its repeated behavior and end up differently, or is it with us, who are expecting that to happen and then are once again disappointed when it doesn’t?

If we want politicians to make different decisions, we need to use different methods to elect them. If we want managers and supervisors to lead teams that deliver better results, we need to train them, then hold them accountable to use what they’ve learned.

We need to change. It’s not the other person. It’s us. It’s me, and it’s you. If we want a better Guam, we need to stop passing the buck and hold ourselves accountable.

The day is long overdue when we stop talking about change, and instead be the change.

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.

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

