

# THE EXTRA POINT

BY JERRY ROBERTS



## # 337 How Many Wrongs Add Up to a Right?

I spent a couple of days in Saipan and would love to say that everything went just like clockwork. It didn't. I'm Jerry Roberts and there's a little story to tell about my 48 hours just to the north of us, next, on The Extra Point.

I had put a lot of hours into finishing a new course. The client, in Saipan, was preparing for my arrival and their team was excited. So was I. It would be the first group to experience this training and I wanted it to be a huge success.

I got to the airport for the 7:30 flight. I'd arrive about eight, grab a car and get to the client to launch the course at nine. It was all set up and then the announcement came that the Saipan flight was delayed because the plane was late to get to Guam, and would need cleaning and to take on supplies. It was over 45 minutes later when we took off.

Landing, I hustled to get my bag. I could still get there by 9:20. No, The flight was full and my bag came off almost last. When I got to the car rental there were five people ahead of me. It was well after ten before I was on my way.

When I arrived at the client's location I was starting close to two hours late. They were cool with it and I was relaxed as a result of that, then we discovered that I couldn't get the video from my laptop to their monitor, like I did the last time I was there. As it turned out, the adapter I'd used the time before belonged to one of the employees and he had taken it home. He called to have it delivered and we started the course while waiting for it.

Late plane, late luggage, late car rental, no video connection, Just about everything that could have gone wrong to that point had gone wrong. Would the course be the same?

The answer to that is thankfully "no." The group was great and they took to the material with high energy and enthusiasm. The session

flowed exactly as I hoped it would. We ended late but nobody complained. They would have gladly stayed longer if I'd have asked them to.

I then did one-to-one coaching sessions and went to check into the hotel. I was ready to relax. Only one problem, I couldn't find it. I drove and drove and no hotel. Went to a gas station, then grocery stores, asking if anyone knew where this hotel was. Nobody had even heard of it. I called their number and the call didn't go through. Tried again a few minutes later and they answered, giving directions. Not great directions and there was no sign anywhere, but finally I located the place and got into the room. The lamp at the desk didn't work and the Internet was tough to connect to. The toilet didn't fill after using it unless I raised the tank lid, and then it filled. This happened every time while I was there. Oh well.

I walked downstairs and went into their bakery, got a few things and they were excellent. Then, I grabbed a shower, and they had a rainfall shower head, and the water was hot, and I was in there for an hour, no exaggeration. Then, I crawled into bed and the bed was wonderful. I slept like a baby. Day two began with more of the bakery and everything went precisely as I'd planned for the second session. Hallelujah.

Another long shower, good sleep, and the flight home was perfect. So many things had gone wrong but the client was great. They told me the course was great. The hotel had issues, but with that shower, bed, and bakery, I'll be back. Yep, a lot went wrong but it all ended up very right.

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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