

THE EXTRA POINT

BY JERRY ROBERTS



529 We Need to Recognize Our Blind Spots

Is it possible that you and I have a blind spot in how we see things? Is it possible that we see, but we don't really see? I'm Jerry Roberts and today, we'll talk about the obvious issue you and I might be missing in our workplace. That's next on The Extra Point.

If you're like me you walk through your day at a pretty good clip. Lots of business to-do items on the list, calls to make, personal errands, and stuff to buy. It's often a blur of activity and by the end of the day, maybe you have a little trouble visualizing the faces of all the people who served you or assisted you along the way.

Most of us have a blind spot when it comes to the people who provide us a service. We're cordial, hopefully friendly and take care to make eye contact, smile and have those people know that we're grateful for their kindness, attention, and professionalism.

However, when we're really busy and blazing through the day, what then? And what about when you're in a very busy store or restaurant and there's a line behind you with people who just want to pay and leave? So, over the last couple of weeks I decided I would engage more people in conversation, and to let them know they were appreciated.

At times I was in a hurry and couldn't stop to engage, but I did do it on several occasions. A couple of restaurants, fastfood drive-through, hospital emergency room, grocery stores, department store, gas station, telecom company, and tire store. When the service was good I commented on it, thanking them for their great personality, and for solving my issue and making my visit worthwhile.

Most smiled and gave me a thank you in return, and said "come again soon." It was a little unnerving when the nurse in the ER said it, but...oh you know I'm kidding, right? She

didn't do that but I think it would be an amazing attention-getter if she did.

On a few of those visits I got into a conversation and could tell the individual really appreciated the praise and attention. Two of them mentioned they don't get much of that from their boss. One said she couldn't remember the last time her manager gave her any kind of praise or recognition, but she's okay with it. The look in her eyes told me she was not okay with it.

Some managers tell me their workers don't really care about praise. I've been teaching my course, Recognition, Praise & Motivation for 15 years and I know that's not true. People do want to be appreciated.

Some say they're too busy to praise people. Baloney. One of the best excuses I ever heard was, "If I praise one I'll have to praise them all." Exactly, you will. I know it wasn't the response he was looking for. If a manager can't see the need for praise, then that's a blind spot.

Gratitude, appreciation, and recognition are huge elements in worker engagement, higher performance, commitment, and retaining good talent. All are absolutely necessary..

We all get busy and sometimes need reminders. If you have a blind spot for service personnel or a blind spot when it comes to seeing the need of people on your team to get regular praise, working on changing those views will pay off in huge dividends.

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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