

# THE EXTRA POINT

BY JERRY ROBERTS



## # 530 COVID-19 Has Landed – Be the Leader People Need

This may be the day when your leadership ability will be tested like it hasn't been before. I'm Jerry Roberts and next, the opportunity that we spoke of a few days ago, has arrived. That's coming up on The Extra Point.

On Thursday we spoke of the Coronavirus as something that could be coming here, and now it has. If you're a manager you must understand what is going through the minds of the people on your team. We learned of the first three confirmed COVID-19 cases just 13 hours ago. As predicted, when the news broke, people ran to the stores to buy whatever they could.

Social media exploded last night, people with more questions than answers. Guam has been invaded before but never by an invisible foe like this. It could be anywhere and we have to keep our heads so that we aren't carried away by fear and let panic take over.

One of our jobs as a leader is to calm those fears. Here's a few things we want to talk about when our workers come in this morning. If we've already had discussions, then go over them again. By the way, to download this, it's Extra Point #530 and it's already up at [guamtraining.com](http://guamtraining.com).

1. Hear people out. Answer questions as best you can.

2. Nobody has to buy a year's supply of anything. If everybody just shops normally, everybody will have enough. On that note, every store needs to limit the number of items that disinfect or deal with basic hygiene. A lot of stores are already doing this and the rest should fall in line.

3. This is going to seem strange as you're dealing with adults, but run a demonstration for how to wash hands. There is a big difference in how individuals approach basic hygiene. Show them how to wash for 20-30 seconds,

and tell them how often they should wash — which could be a dozen times a day. Basic hand washing kills the virus and it's even more effective than hand sanitizers.

4. If they feel at all sick, stay home and isolate themselves. If there are flu-like symptoms, call a doctor or public health for advice.

5. Eat healthy food, lots of water, extra sleep, sunshine, fresh air, and limit the things that short-circuit the immune system, especially sugar. This is so hard for so many people. Sugar ruins the immune system's ability to fight. Get kids off sugar, too, even if they scream. There's no medicine to cure this thing at present. Our only weapons are excellent hygiene and a solid immune system. That's all we have.

6. Let people band together and commit that they will do these things to protect themselves and each other. It's most important team building exercise they'll ever participate in.

7. Have extra patience with each worker, and encourage them to have extra patience with each other, and with customers who are just as scared and nervous as they are.

8. Let them know that the recovery rate is on our side. By being smart and following a plan, places like South Korea are succeeding against COVID-19. We can, too.

People are looking for leaders now. Today, be the leader they need. May God bless you.

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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