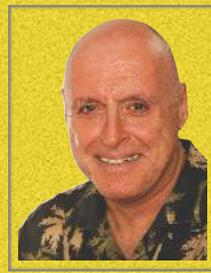


THE EXTRA POINT

BY JERRY ROBERTS



565 Getting People Ready to Work Again

People in many organizations are preparing to come back to work. I'm Jerry Roberts and today, let's go over what they're likely thinking about, and what you might want to think about as your doors open again. That's next on The Extra Point.

Yesterday's Extra Point as well as my column in today's Guam Daily Post both dealt with the topic of compliance fatigue, and the fact that workers will have a long list of rules, guidelines, and tasks they will have to follow and get done, in order for their organization to offer a safe place for workers and customers to come to.

I focused on the relationships between the front line worker and supervisor, as this is critical to fight off the tendency to eventually cut corners in the daily effort to do all the things necessary — that long list of maintenance items most employers will have. If I know you're in my corner, I'll be more attentive and work harder for you.

Managers who have those kinds of relationships with workers will understand that they will welcome back people with potentially different mindsets, and they need to be ready for that.

Some will be relieved and excited to be back, grateful to have the chance to earn money so they can support their family.

Others will be grateful as well, but they'll have a genuine concern over how safe their workplace is. They'll be very focused on distancing, the wearing of masks, and sanitation. They won't appreciate coworkers who take those things for granted.

Still others may be interested in working from home, if their particular job would allow for that.

So, you'll have some who are happy to be there, some who are concerned to be there, and maybe some who'd prefer not be there. Managers will have to figure out ways to reach each group.

If at all possible, take time that first day back and just talk to people. Hear their stories, concerns, joys, and hopes. If you ever wanted a chance to plant seeds for a better relationship with people on your team, this is it.

If you can arrange for takeout, having a little food on hand will be a nice touch and may make people a little more comfortable.

For managers who've taken my Recognition, Praise & Motivation course, pull out your data forms and write down the things people tell you. You don't want to forget them. Not now.

In the case of people who show anxiety about coming back, let them know how important they are and that you understand. Further, that they can rely on you for support.

Encourage all workers to be conscious of how others may feel, and to focus on the benefits of coming back to work. Seeing coworkers, helping customers, being productive, the familiar pursuit of goals and objectives — and knowing that others are counting on them.

When it comes to the workers who have the all-important job of making sure your workplace is sanitized and ready each day, make it clear that they are a leader on your team's defense against the virus. It's absolutely true so say it. There's an old joke about calling a custodian a "sanitation engineer," but today that's no longer a joke. That job has taken on added importance. Make them feel your appreciation.

That's The Extra Point. Stay home 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

