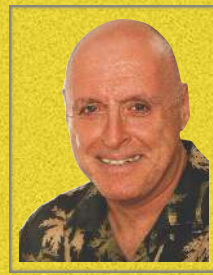


# THE EXTRA POINT

BY JERRY ROBERTS



## # 633 Secret Files of The New Boss – Part 2

More today on how new managers need to think about the relationships they have with former peers. I'm Jerry Roberts, and we get inside the head of the new boss," next on The Extra Point.

Yesterday, we talked about how new managers should proceed with rebuilding relationships with coworkers who were recently peers, and now report to them.

We discussed how awkward these situations can be, and are made worse by managers who are shy about stepping into the leader's shoes. Instead, they strive to retain the status with those former peers as friends, buddies, ignoring the reality that these people need to know the person who is in charge — this former peer and friend, and now boss — is capable of leading and helping them grow.

I tell new managers that the old saying "actions speak louder than words", holds true in this case. You don't have to tell people you're the manager or you're in charge. They know that. In fact, if you have to tell them, then maybe you're not.

They need to see the new manager perform like a leader. They want to see competence for sure, and they give you time to build that. They know you were working alongside them just days or weeks ago. In most cases, you'll get what is known as the "honeymoon period," a grace period, to learn the new job.

More than the ability to do that job, what workers want to see is confidence. Do you walk around like you're a lost kitten, unsure of your next move, or, to coin an old phrase — are you "calm, cool, and collected?" Key point: if you exude confidence, that will rub off on your team.

The next thing to understand is that everybody — you and me and your coworkers included

— is tuned into the same radio station all the time. Is it The Point? Well, what I'm speaking of is not THAT kind of station. If you've listened to The Extra Point for a while or read Directions magazine during the years we published it, you may know what's coming. We are always dialed into a particular frequency, with the call letters WII-FM. You're not familiar with it? Oh, yes you are. You are intimately familiar.

WII-FM stands for "What's In It For Me?" We filter information and much of life itself through those letters, consciously or unconsciously. So do the people on your team.

"Okay, you were a buddy and now you're my boss. I don't know whether you are a good choice for that or not. What I do want to know is what does this mean for me and my career — are you going to help me get to where I want to be? What's in it for me.

You can take advantage of this, finding out what each person is after. Ask questions and get inside the head of your workers. When you know what they want it will help you to guide them toward it, and will also make it easier to keep them motivated.

Now for some bottom line reality. You may not be the best person at your job or the best leader, but if I work for you and I know you believe in me and you're trying to help me — I'm with you all the way and I'm going to have your back.

That's The Extra Point. Be responsible 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](http://guamtraining.com)

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