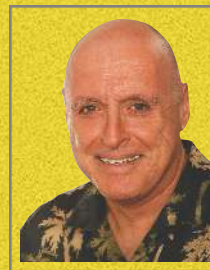


THE EXTRA POINT

BY JERRY ROBERTS



704 2-4-6-8 — Who Do We Appreciate?!

It was the cheer that we gave at the end of every game, and it's the sentiment that is often missing in the workplace today. I'm Jerry Roberts, and that's coming up next on The Extra Point.

Win or lose, at the end of every baseball game I played as a kid, we would all get into a tight huddle, and yell out, "Two, four, six, eight, who do we appreciate?" Then, we'd add the name of the team we'd just played, like "Dodgers, Dodgers, yayyyyy!" And the other team would do the same for us. It was about sportsmanship.

When you think of the workplace and the rest of life, the term we use is gratitude. We don't do the "2-4-6-8" thing, but maybe we should. Maybe we should let our coworkers know that we do appreciate them more often.

Is there somebody where you work, who you have been meaning to tell how much you do appreciate the work they do, special favors they've done for you, or maybe you just like their normal cheery disposition?

When I left KUAM in the mid-to-late 1980s, I gave the station three months notice, so they could figure out my replacement.

So I had 90 days to get with coworkers I'd spent considerable time with, as well as the sponsors and advertisers who had supported my work, as well as friends.

I did a lot of that, but there were people I never got to, and lost the opportunity to thank them, and spend a little time with them.

I had reasons. There was business to conduct, always more to do for the radio show, I had to box up furniture and things, sell stuff, and I kept telling myself I had time. And then there was no more time.

Maybe you've been waiting for just the perfect

moment to thank someone. From experience, I can tell you that the perfect moment is when you first think about it. Tell them then. Otherwise, things can get in the way, and you may never get it done.

The other point to be made is to be specific. Make sure you tell the person why you wanted to thank them. The reason is because that makes it personal — and that makes it memorable.

When I did the radio show, people would come up to me during the day and say things like, "Great show, JQ"..."Good show"..."Loved the show," etc. I'm not trying to brag, but if you're on the radio, you hear that a lot. People want to be polite. Ray gets it, too. I know he appreciates it, as I did. Now, to go just one step farther, what if you said, "Ray, loved your show today, especially when you talked about personal freedoms," or "It was so cool when you accepted Jerry's challenge and ate a pound of raw tofu on the air."

Being specific gives him something to grab onto and gives your praise and appreciation much more impact — and isn't that what you want? You waited all this time to tell this person how you feel...don't shortchange them now. Deliver the goods. Be specific.

Nellie Joy and I have been married 25 years, and we've lived in small places, big places, houses, condos, some with architectural issues. Wherever we've lived, she has transformed it into a home. She has the eye for it. I don't. All I want to know is where my work area is going to be, and I trust her with the rest of it — and I've never been sorry.

I also have told her this, in specific terms, as I know she cares deeply that her family likes the place we live in. Specifics matter.

(Con't.)

THE POINT
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So, the whole thing about appreciation can be wrapped up in three simple rules.

Appreciation is a giving thing.

1. Give it freely and frequently.
2. Give it when it comes to mind, don't wait for things to get in the way and risk never telling someone how you feel.
3. Give it in specific terms, so the other person gets the full benefit of what you say.

Follow those simple guidelines and you'll be amazed at how effective your praise is, and how much people will be grateful for you giving it.

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 with Jerry Roberts, please click this link: guamtraining.com

