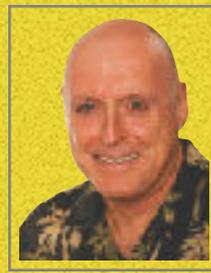


THE EXTRA POINT

BY JERRY ROBERTS



906 Say the Words the Boss Wants to Hear

Today, we've got words the boss will love to hear coming out of the mouths of more workers. I can still remember when I heard those words, and how I felt. That's coming next, on The Extra Point.

Can we agree that the vast majority of bosses are very interested in making sure that work gets done?

Therefore, it would seem to make sense that the kind of words that would be like beautiful music to your manager, would be related to productivity, and advancing the cause of the organization.

Young employees, shy employees, and employees who feel they don't have a lot to contribute will often be a bit timid about offering up their ideas and opinions on how a problem or situation can be solved. Instead, they take the safe route, and ask the boss what the solution should be and how to do it.

I've mentioned before that I've known CEOs who didn't want workers to come to them with a problem, unless they had thought things through and decided upon a solution. Let's dig into this a little.

An effective manager helps workers to be more successful, and to ramp up their skills. Part of that is to help the employee develop their thinking tools. If you're my manager and you have to do all the thinking for me, two things will be sure.

One, you're going to lose productive time from your schedule and that's not good. Two, I'm not going to advance much, because what I have to offer the company is limited.

You want to hear these words if you've got a problem: "Boss, I think I can handle that. If I need your help, will you be available?"

Why is this important? Because if I'm the manager, I just want you to attempt to figure things out. You might not get the right answer, but at least try. Too many workers never put forth the effort.

Further, of course I'll help if you need it. However, let's see how far you get before you need to ask for help. That's the first thing, try to figure out the answer to the problem before asking for help.

Here's another phrase that can send chills up and down the spine of any manager: "Boss, I've got this. You have other things to do. If I need you, I'll let you know."

My company was producing events, and our biggest show of the year was coming up. I had hired a young guy named Chris to manage that part of the business. He had done administrative work during his time in the Marine Corps. Chris was a terrific worker, smart, and ambitious.

He'd been through one show with us, and had seen how everything was put together. That's not much experience, so I wasn't prepared for what he said at the planning meeting for this major event. He stood up and said that exact phrase: "Boss, I've got this. You have other things to do. If I need you, I'll let you know."

I must have looked stunned, because that's how I felt. I had been hands-on for almost every aspect of our shows, and he was publicly more or less calling me out. Was I going to step aside, let him take over, and do the job I hired him to do?

He was looking me right in the eye, and the room went quiet. It was our most important event, and it had to be a success. I also saw a young guy stepping up to the plate, and I was not going to make him wait.

(Con't.)

Chris ran a great show, I was more or less an attendee, doing PR with the vendors, and had a good time with that.

He produced all our events for about two years, then moved back to the mainland, and has had an outstanding career with one of the world's largest telecommunications companies.

Step up. Take ownership. Say the words the boss wants to hear. Maybe help others do the same. You'll always be glad you did.

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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