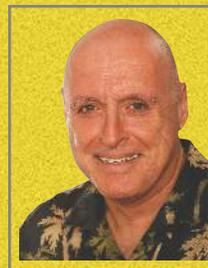


THE EXTRA POINT

BY JERRY ROBERTS



1143 Questions You Shouldn't Ignore

If they have a reasonable degree of awareness, every manager or business owner has a few questions they may ask themselves from time to time. Unfortunately, in a lot of cases, they don't think about them for long before getting sidetracked. Thus, as a public service, I will dedicate today's program to asking them for you. You're welcome. I'm Jerry Roberts and that's next, on The Extra Point.

Questions a manager or business owner ought to consider every once in a while. Even if you are not in either of those job categories, you may still have an interest...so perk your ears up.

1. Are the people I supervise really happy with their work, and with me?

If I don't know, am I ready to find out? If I'm ready to find out, how can I do that?

2. How can I make their experience more enjoyable and fruitful?

Think about little things. What little things can you do to improve workplace life for your team?

3. Is our salary and wage structure in line with our industry and/or overall market conditions?

4. If the answer to the last question is "no," what are we going to do about it — and when?

5. Are there any bad apples or pains in the buttocks on our payroll who contribute to negativity in our workplace?

Workers look to managers to make sure that bullies and jerks don't turn their "home away from home" into a place they don't want to be.

6. When is the last time we looked at all of our processes and policies, in order to simplify them or get rid of what is no longer necessary?

We spoke about this a few days ago. Simplify

and eliminate things that no longer serve your team and customers.

7. What do I think we do extremely well?

8. What do I think we need to work on?

9. What is holding us back from making major progress?

You have to be honest when things aren't working the way you want. Your workers will know when you're not. Don't teach them that lying about what's real is somehow acceptable.

10. If I had to guess, which of my workers is most likely to leave us for another job?

If you have a decent relationship with each person, you'll know who wants to move up, or what will prompt them to consider leaving.

11. If we lose any off our key talent, am I prepared to quickly replace them so our team doesn't skip a beat?

If you don't know the answer to number 10, I'm guessing you won't know the answer to this one, either. However, you should.

12. I know I'm trying to lead, but honestly, how many people are really following?

13. If not enough, what can I do about that?

How would you answer these questions?

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.

###

For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

THE POINT
93.3 FM / 1350 AM / 104.3 FM HD-3

GUAM TRAINING