

THE EXTRA POINT

BY JERRY ROBERTS



1018 Are You a Model or a Muddle of Consistency?

I recently saw words attributed to author Daniel Transon, who said: "Consistency is a key element, without which a leader is incapable of getting respect, success or even developing confidence in others." I'm Jerry Roberts, and it's about consistency, today, on The Extra Point.

The topic of consistency is fascinating to me. In my time, I have worked for people who were remarkably consistent, and a few who were unimaginably inconsistent. I like to say they were consistently inconsistent.

How did I get along with them? It depended what they were consistent or inconsistent about.

Let's say they were inconsistent in their mood, and you really didn't know who was walking through the door in the morning. They might be all smiles and chatty, which was great; or they could be frowny, avoiding eye contact, and they snapped a little at you if they talked at all. A lot of us know about moody bosses.

I'm not bothered by this. I usually read people pretty well, and if I see signs that say "leave me alone," I'll give the person space until they look more approachable.

Some people let it impact their performance, and the boss's negative attitude could throw a wet blanket on their day.

Managers must understand that they set the tone in the office, or should. In essence, they are always on stage and the audience — the workers — are always watching.

Let's go deeper. What if the those emotions get out of whack, and lead to the manager making decisions that are inconsistent with the principles, or standards, or the existing plan which is already in place?

Maybe certain actions taken by the boss seem

to go against the grain, and are different than what people have come to expect.

All of this can lead to problems. Workers like to know where they stand with their boss, their job, and their career. Inconsistency can cause confusion, concern, and dissatisfaction.

Consistency is critical as a leadership trait, and this is as true at home as it is at work.

It's important to make something clear before we continue. This is not about change, where we intentionally introduce different ideas and methods. Change is something we announce and plan for carefully.

This is about the people on our team not sure how we will react in given situations.

This is also not suggesting that our manager treats everybody the same. We're all unique and a supervisor with their head screwed on straight will recognize those differences, and customize their approach to best match up to each worker.

Whether your team numbers one or a dozen, don't make them guess who you're going to be when you walk in every day, and what to expect.

As much as you can, be a model of consistency, not a muddle of inconsistency.

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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