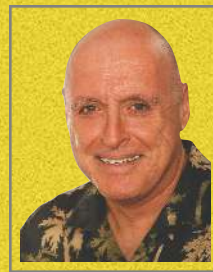


The Extra Point

BY JERRY ROBERTS



1028 Trust — Are We Protecting This Valuable Asset?

We've talked about trust and how important it is in the workplace. We've talked about it frequently, and we'll continue to do so. It can take a long time to establish, but we can lose it in a heartbeat. I'm Jerry Roberts, and today I have some personal reflections on trust, coming next on The Extra Point.

There are books galore that tell leaders and managers about how critical it is to establish trust with their team. We need to be truthful, to treat people fairly, and understand the risks involved if we choose not to do that.

We've spoken about it here on this program, and I teach it in my training. Trust is a key to building strong relationships. Without it you can't do that, and success will be elusive.

In every organization I've ever been a part of, whether here in Guam, on the mainland, and all of those I've trained over the past 25 years — where truth is missing, so is trust.

In my very first job after leaving the military, I took a full-time job and made the princely sum of \$2.25 per hour. I shared an apartment with a guy in the Navy, and after food, power, and a couple of gas fill-ups, I had about \$10 left over.

The company was making a very healthy profit and I worked hard, so after three months I went to the general manager and made a case to get a 25-cent per-hour raise.

He gave me a "woe is us" look, and he said, "I know you deserve it and I'd give you the raise if I could, but we just can't afford it." I knew he was lying, and I think he knew I knew.

I discovered later on that I had been one in a

long line of people who had held the job, at a low wage, and everybody stayed briefly and left. I wished he had just told me that the level of effort and quality of work had nothing to do with it. The job I was doing was only worth \$2.25 an hour to them, no matter what.

I wouldn't have liked to hear those words, but I would have maintained my respect for the man, and likely would have asked him to give me a chance at something else.

Instead, the trust bond had been broken. He took the easy way, and simply told the young guy in front of him that another 10 bucks a week was unaffordable.

Immediately, I began to look for another job. A guy offered me \$2.50 and I resigned. I left for an additional quarter per hour, yes, but it was more because I no longer trusted that employer. If he lied to me once, he would lie to me again and I didn't want to risk that.

Many of us have heard stories where people were ripped off for thousands, even millions of dollars. My story is nothing compared to some of the trust-destroying acts that have happened, and will happen again in the future. Yet, it was enough to make me want to leave.

Sometimes, trust is about money, or a promise of a brighter future, or it's about commitment. It happens at work, and it happens at home.

It happens between employers and employees. It happens between companies and customers. It happens between partners in personal unions, and between parents and children.

(Con't.)

Trust keeps all of those together. Lack of trust tears them apart, Sometimes, people stay in untrusting relationships, never again fully throwing themselves into it. Once again, that's true at home, and at work.

We live in times when it's tough to trust, and this is a topic that is worthy of discussion.

People definitely have opinions on trust. Do you think it might be valuable for you to know what they're thinking?

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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