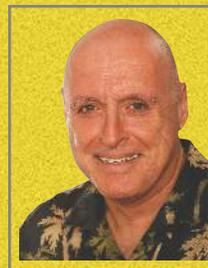


THE EXTRA POINT

BY JERRY ROBERTS



1087 What Don't You Like About Your Boss?

What is it about a boss that turns workers off? What is it that drives them up the wall? I'm Jerry Roberts and we'll give some examples, next, on The Extra Point.

A few years ago, Research firm Harris Interactive asked employees to reveal the things their bosses did that drove them crazy. They came up with numerous examples. I'll go through them and then we'll ask you a question.

I'll list the complaints, starting with the answer that got the fewest responses, and we'll work our way up to number one.

"My boss doesn't ask about my life outside of work." (23 percent) In other words, there is no personal interest in the worker, no effort to relate to them in that way.

"My boss doesn't know my name." (36 percent) Yeah, when your manager doesn't refer to you by name, that's not exactly going to build the worker's confidence.

"My boss doesn't offer constructive criticism." (39 percent) Maybe just criticism?

"My boss takes credit for others' ideas." (47 percent) Baaaaaad boss.

"My boss doesn't take time to meet with employees." (52 percent) Employee meetings are a critical part of the growth process.

"My boss doesn't give clear directions." (57 percent) I have heard this particular complaint ever since I entered the training field. "My manager isn't clear on what I need to do."

"My boss doesn't recognize employee achievements." (63 percent) This one is big, and I find it almost everywhere I go. No praise, no recognition.

Another survey brought a response that might

be worse than those already given. It didn't come from the employees, but from a third party, a consultant. It was, "my boss is inconsistent."

The survey report stated something that raised the eyebrows of many people. It said, the employees suffered a greater negative effect on their happiness and productivity when their boss inconsistently displayed bad behavior, than when the boss was consistently bad.

Focus on this. This group of workers felt they were better off when their boss was bad all the time, than if he/she alternated between being a jerk and being decent — or at least neutral.

Fadal Matta, the lead researcher for the study which was conducted at Michigan State University, said, "People want to know what they can expect when they come into work."

Fadal said that dealing with a jerk all the time was preferred to not being sure what to expect when you come to work.

Would you think? Is your boss consistent, inconsistent at times, or the worse kind, the boss who is consistently inconsistent?

If you're a manager, where do you check in with this conversation. What is it you do that makes the people on your team grit their teeth and silently yell out for relief?

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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