

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1195 Counter Employee Burnout With...More Work?

In the last two years millions of workers have walked away from their jobs. This became known as The Great Resignation. People said they were overworked and underpaid, and that they were done with it. They weren't going to return. Employers became desperate to hire new talent, with wages and benefits ramping higher. Enter Google. They see all this in a very different way. I'm Jerry Roberts, and we'll tell you what they're doing, next, on The Extra Point.

Working for Google has long been the dream of millions. Their salaries are above industry averages; work spaces are professionally designed; employees have free access to company restaurants, massages, fitness centers and more. Not to mention, having the name Google on your resume isn't bad if you ever decide to leave and go elsewhere.

So did Google handle the Great Resignation effectively? Apparently they've done so better than most organizations, and it might be due to a simple, yet unexpected strategy — they give employees more work, not less,

Now wait, more work? Didn't we mention that overwork and burnout is a real issue, and on the rise? It is in a lot of industries.

However, Google also noticed that there was another cause for this disconnect, this burnout, and that is boredom. According to *Psychology Today*, this is called "bored-out." Workers don't have enough to do, so they lose interest.

Given all the "quiet quitting" stories in the news, this may seem counterintuitive. That said, a recent LinkedIn study of 2,000 workers found that those who had more responsibility at work felt more fulfilled than those who had less. In fact, 71 percent of employees who felt like they had "too much work" were happy in their jobs, while only 62 percent of those who felt like they had "too little work" were happy.

Google discussed three ways they use to

increase employee satisfaction. Two of them seem to be winners, but the first one — giving employees more work — may sound good on the surface, but may not be well received — at least not at the beginning.

When you look closer, maybe Google is on to something. When there's not enough work, time passes slowly. You watch the clock, and you swear it's not moving!

I've had workers admit to me that they've stretched a few hours of work into a full day, and clock-watching has been a part of it.

By giving employees more work, they stay busy, time passes faster, and they also develop a greater sense of purpose and accomplishment.

Psychologists will tell you that human beings need a purpose. It gives us a sense of pride and satisfaction in our work.

2. Get staff involved in projects outside of their direct duties. Google doesn't just load people up with more of the same work they're doing, instead getting them involved with projects and teams outside of their normal activities.

If you believe that variety is the spice of life, this will resonate with you. It helps workers bring their unique skills, knowledge, ideas, and views to the table, while building new professional relationships.

3. Managers set higher goals to help staff members reach new heights. A research study published by the University of Minnesota reports that when people are given higher goals, they actually outperform those who are given lower goals.

Google, known to set well above average goals for its staff, decided to push those goals even higher. The result is that, when challenged by the higher goals, their workers achieved them.

(Con't.)

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

GUAM  TRAINING

I realize that all of Guam workers are not going to embrace this news from Google. Some are perfectly happy with their clock-watching, and time stretching, and don't want more to do, thank you Mr. Google.

Still, others would welcome the chance to do more and possibly more varied work, avoid boredom, and go after loftier goals.

It might be worth a try to talk with your team to see how they feel about all this, Perhaps some will step forward and surprise you.

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](http://guamtraining.com)

