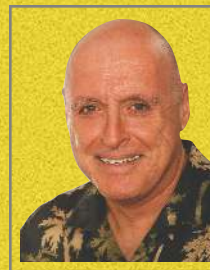


# THE EXTRA POINT

BY JERRY ROBERTS



## # 1202 We've Heard This So Many Times, but...

I can't recall the first time I heard the famous line, but I know I've heard it more times than I care to remember. *People don't leave companies, they leave managers.* I've heard it from the mouths of corporate leaders, government leaders, and business owners. You've heard it, too. My question is, if we all know this, why do we struggle so in solving the problem? I'm Jerry Roberts, and we'll jump on this next, on The Extra Point.

The phrase *people don't leave companies, they leave managers*, is generally credited to the Gallup Organization, a research group that began doing public opinion polling in 1935.

In the 1980s, the company switched over to providing analytics and management consulting to organizations around the world. Today, those words are repeated by countless millions of people.

So, if we've known this for a long, long time, why is it still a problem? I can't give you the whole answer in three minutes, but we can get a good start. There are two words: training and accountability.

1. Supervisors are either not trained at all, or have very little training, or they lack training in the areas that will truly make a difference.

If someone has been given authority over a workgroup but without supervisory training in the right topics, they will fall back on what they know. This means how they were raised, and how people in authority have treated them. As for the workplace, the only examples they've had are those people who supervised them. That's who they will likely emulate.

What they need is training that will help them communicate effectively, help them motivate workers, help them to perform better, help them to grow their skills, help them to develop self-esteem, and help them visualize their

future prospects in the world of work. Managers use emotional intelligence to effectively interact with workers and maintain the right kind of relationships.

That's for starters, and not a lot of people are getting that kind of support from a supervisor — who didn't get that from their supervisor(s).

Instead, new supervisors — and even many with experience — though without what I've just listed — sometimes fall back on power plays and fear tactics. A worker makes a couple of mistakes and they hear, "Mess up one more time and I'm going to write you up." If you're a manager of any kind, I urge you to eliminate those words from your vocabulary.

First, it's not an effective deterrent to screwing up. People make mistakes because they don't know something, or they get nervous and end up repeating a mistake, or they just don't care.

You don't threaten someone who wants to learn. You coach them through their issue. If someone gets nervous or has trouble in focusing on their work, maybe there's another job they can do; or you simplify things for them. The one who doesn't care is the easiest to deal with...they shouldn't be there.

When you threaten to write someone up, they will likely have one foot out the door. Talent is hard to find and threats don't grow people. Fire who you have to fire, coach who you can, but knock off the threats.

Managing is tough, we all know that. It can be extremely frustrating. However, by choosing to care for and serve their employees as human beings, they'll have a better chance to retain the talent needed to survive in a challenging employment market.

(Con't.)

It's also tough for young managers to guide still younger frontline workers, and the key to that is one eye on the needs of those workers and the other eye on the needs of the organization. Is it hard? Yes. Can it be done? Absolutely.

Here's reality. It starts with the overall leader, and works through the organization at every level.

If you want better retention of talent and want to avoid overpaying for talent, get managers trained right. This was number one.

2. The second part, accountability, means you have to challenge the negative ways every time they surface. The accountability belongs to everyone, but particularly your senior leaders.

If you want workers to stop leaving because they can't deal with their managers, this is the path.

Call me if you need clarification on any of it.

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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Start talking about politics at work and at home

3. Reflect: If you don't like to talk about politics and prefer to keep your views to yourself, that strategy may backfire if you have kids. Their minds are being bombarded with other people's views who are trying to indoctrinate them. What happens if they are not hearing yours?

Your Move: Talk to your kids about issues. Have the hard conversations about topics like abortion, guns, and gender. You need to be the most consistent voice in their heads sharing your principles and values. The added pressure of having to live up to your words to your kids will bring out the best in you.

4. Reading: The Founders: The Story of PayPal and the Entrepreneurs Who Shaped Silicon Valley by Jimmy Soni

Your Move: Studying greatness has to be part of your playbook. This is an opportunity to learn from some of the best entrepreneurs in the game like Elon Musk, Amy Rowe Klement, Peter Thiel, Reid Hoffman, Julie Anderson, and Max Levchin.

5. Be Grateful for: Independence. We celebrate the United States' independence from England with fireworks on July 4. I celebrate it daily!

Your Move: Keep fighting the big and small fights for independence.

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For information on training and consulting



This week we celebrated the 248th birthday of the experiment in freedom and independence known as the United States of America. It doesn't matter if your citizenship came at birth, was granted by The Organic Act, or came as a result of the naturalization process — or you're working your way toward that — you're a part of a project that countless millions want to run to, rather than run away from. It's all because of the that word "independence." I'm Jerry Roberts, and we'll talk about that word, in quotations, next, on The Extra Point.

Independence is the word today, and we've put together a good list of thoughts on that concept.

1. *"Be an independent thinker at all times, and ignore anyone who attempts to define you in a limiting way."*

— Sherry Argov, author

2. *"True independence and freedom can only exist in doing what's right."*

— Brigham Young, religious leader

3. *"Independence .... is loyalty to one's best self and principles, and this is often disloyalty to the general idols and fetishes."*

— Mark Twain, author and speaker

4. *"Independence? That's middle class blasphemy. We are all dependent on one another, every soul of us on earth."*

— George Bernard Shaw, playwright

5. *"Diversity: the art of thinking independently together."*

— Malcolm Forbes, publisher

6. *"The most courageous act is still to think for yourself. Aloud."*

— Coco Chanel, fashion designer

7. *"It's easy to be independent when you've got money. But to be independent when you haven't got a thing — that's the Lord's test."*

— Mahalia Jackson, gospel singer

8. *"Don't depend too much on anyone in this world, because even your own shadow leaves you when you are in darkness."*

— Ibn Taymiyyah, theologian

Here's one all of us need to know and embrace:

9. *"Never depend on anyone to make you happy.... You are responsible for your own happiness."*

— Rashida Rowe, writer

10. *"As the American colonies declared their independence from the British empire, they already knew that declaring independence was one thing, securing it was another."*

— Mark Edward Lender, professor of history at Kean University

11. *"The truest test of independent judgment is being able to dislike someone who admires us, and to admire someone who dislikes us."*

— Sydney J. Harris, journalist

12. *"The constitution of the united states stresses not independence but interdependence, not the individual liberty of one but the indivisible liberty of all."*

— President John F. Kennedy

13. *"Liberty requires opportunity to make a living--a living which gives a man not only enough to live by, but something to live for."*

— President Franklin D. Roosevelt

14. *"They who can give up essential liberty to obtain a little temporary safety deserve neither liberty nor safety."*

— Benjamin Franklin, Founding Father of the U.S., and could have been president.

15. *"People demand freedom of speech as a compensation for the freedom of thought which they seldom use."*

— Soren Kierkegaard, philosopher

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Washing dishes can significantly lower your stress level—if you do it mindfully, according to a new study.

In the study, researchers at Florida State University had 51 students wash dishes. Before they started, half of the students read a short mindfulness dishwashing passage and the other half read a short descriptive dishwashing passage. The descriptive passage was straightforward, but the mindful passage focused on being present mentally for the task. Here's an excerpt:

While washing the dishes one should only be washing the dishes. This means that while washing the dishes one should be completely aware of the fact that one is washing the dishes. At first glance, that might seem a little silly. Why put so much stress on a simple thing? But that's precisely the point. The fact that I am standing there and washing is a wondrous reality. I'm being completely myself, following my breath, conscious of my presence, and conscious of my thoughts and actions. There's no way I can be tossed around mindlessly like a bottle slapped here and there on the waves.

"I was particularly interested in how the mundane activities in life could be used to promote a mindful state and, thus, increase overall sense of well-being," said study author Adam Hanley, a doctoral candidate in FSU College of Education's Counseling/School Psychology program, in a statement. The researchers found that people who washed dishes mindfully (they focused on smelling the soap, feeling the water temperature and touching the dishes) upped their feelings of inspiration by 25% and lowered their nervousness levels by 27%. The group that didn't wash the dishes mindfully did not gain any benefits from the task. "It appears that an everyday activity approached with intentionality and awareness may enhance the state of mindfulness," the study authors conclude.

The study size was very small with only 51 students, so it would need to be replicated, but the researchers suggest that mindfulness could be achieved in a variety of common activities, and possibly reduce stress and improve psychological well-being.

Wash dishes, sweep and mop, arrange your drawers, t-shirts, socks. Shine all of your shoes. Just start cleaning stuff.

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What's it like to be an actor in an iconic film franchise when you're not a huge Hollywood name?

If you're Tom Wilson, who played the bully villain Biff Tannen in the "Back to the Future" trilogy, it means your days are filled with people recognizing you and asking you the same questions over and over and over again.

What's Michael J. Fox like?

What's Christopher Lloyd like?

What's Crispin Glover like?

Do you all still hang out together?

Wilson has been asked the same questions so many times over the years, he created a postcard to give fans who ask them that tells them everything they probably want to know.

But a song he wrote answering some of those questions truly takes the cake. Wilson has been performing "Biff's Question Song" as part of his music and stand-up comedy routine for years, but since his initial version went viral in 2006 he has honed it to hilarious perfection. Watch:

Honestly, had no idea what a key grip or best boy did in movies, and it's refreshing to hear him say he doesn't know what a producer does, either. Also, the DeLorean a piece of garbage? Always suspected it.

The card Wilson created goes into more detail and offers a sense of who Wilson is as both a person and a performer. It reads:

"I'm Tom Wilson. I was in all three 'Back To The Future' movies. Michael J. Fox is nice. I'm not in close contact with him. Christopher Lloyd is nice. He is a very shy man. Crispin Glover is unusual, but not as unusual as he sometimes presents himself. We got along nicely. Lea Thompson is nice. Eric Stoltz originally played Marty, but was fired due to performance issues.

The first movie was shot in 1984 and '85. The sequels were shot 'back to back,' never

before attempted by a movie studio. The hoverboards didn't really fly, we were hanging by wires from a crane. The manure was made of peat moss, cork, dirt, and a food agent that made it sticky. The DeLorean was an inferior automobile, and nearly impossible for a person of normal size like myself to enter and exit.

There are many tiny plot points hidden in the movies, but I don't know what they are.

Among many improvisations on the set, I coined the term 'butthead,' as well as 'Make like a tree, and get out of here.' The third movie was my favorite, since I got to learn western skills like riding, roping, quick draw, and shooting a six-shooter, a great adventure for a guy from Philadelphia.

I hold my co-workers in the best light, but have no idea what any of them are doing right now. Steven Spielberg was the executive producer of the movie, but Robert Zemeckis directed it. Nobody had any idea that the movies would become a cultural touchstone, but the themes of friendship and adventure moved the audience so powerfully that I felt the need to create this postcard as a time-saver. It was the first movie I ever acted in, if you don't count being killed in the Kung-Fu movie 'Ninja Turf.'

Love is more important than material possessions. I made less money than you think. I don't talk about the movies much because I'm busy with standup comedy and music performances. Those performances aren't near the magnitude of the movies, but I find them enjoyable and satisfying, so that's the area of my concentration.

*I've performed on 'The Tonight Show' with both Johnny Carson and Jay Leno, but not at the same time. I'm pleased and proud of my acting credits, listed at [imdb.com](http://imdb.com). I'm a painter as well. You can contact me at [www.tomwilsonusa.com](http://www.tomwilsonusa.com). Thank you and God bless you."*

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I had athletes that would get traded, and I had a guy once that got traded, and he was devastated. I mean, he literally called me on his way home from the park. He was a total wreck and tears, he felt like he had let his team down. He felt like he'd let his parents down his family down his teammates down. And he was incredibly upset. And I had to change the narrative for him. I had to help them see all the gifts in this trade. It was a new clubhouse, it was a new manager, it was a new hitting coach, it was a new city, we can go there and we can have success. Changing the narrative to me can change the outcome and pretty powerful ways. As a female sports agent. Obviously, there was a lot of a narrative that you know, there was a narrative around, well, you're a woman you're not supposed to do this, or why are you standing behind a player's back on the range at a major tournament? Why are you behind the dugout at a baseball game. And so the narrative could have easily run in my head of I don't belong here. I shouldn't even be here. But I changed that narrative to what a guest I'm different. I can connect and not just serve the athlete if it was a male athlete, but I can serve the whole family and really awesome ways. There's so many moments in our lives where the narrative can be pivoted, hopefully in an authentic way that allows you to serve both yourself better and the people that you are working to connect with or support even better as well. It's this stories we tell ourselves and changing that narrative as an important part of showing up as our best self.

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Whenever there is something that's going out of whack, I try to think, okay, what can we do to save it? What do we need to do to make it better when it comes to the art Kelly interview, nothing could have prepared me for that. I knew that it could possibly be awkward and uncomfortable, because we were talking about something that was very uncomfortable, and very upsetting. In that moment, I just thought this, I can't respond in kind. If I had reacted the same way he did the the interview would have been overdone. And the main thing I was thinking about in that moment was, I still have some more questions to ask not just like, if I sit here calmly let him have that moment, do whatever he's doing, and look at the chair like I'm looking at you now. And signal to him that no matter what you're doing over there, I'm still waiting for you. I wasn't even anxious. During that moment, I just thought, Okay, I hope this doesn't last too long. But what I really hope is that you'll sit back in the chair, so we can continue this interview, you just can't get worked up about things. And I knew I can't control that situation, but I can control me. So I made the decision in that moment, I'm gonna control me.

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Recently, I began to think about the value of imagination, in both life and work. First, I went after a good definition. The American Heritage Dictionary had this: "The ability to form mental images of things that are not present to the senses or not considered to be real." I'm Jerry Roberts, and we'll talk about imagination, in the words and ideas of others. That's next, on The Extra Point.

Independence is the word today, and we've put together a good list of thoughts on that concept.

1. *"Imagination is the beginning of creation. You imagine what you desire, you will what you imagine and at last you create what you will."*  
— George Bernard Shaw

2. *"The world of reality has its limits; the world of imagination is boundless."*  
— Jean-Jacques Rousseau

3. *"If you can imagine it, you can achieve it. If you can dream it, you can become it."*  
— William Arthur Ward

4. *"Imagination is the only weapon in the war against reality."*  
— Lewis Carroll

5. *"You can't do it unless you can imagine it."*  
— George Lucas

6. *"You can't depend on your eyes when your imagination is out of focus."*  
— Mark Twain

7. *"The true sign of intelligence is not knowledge but imagination."*  
— Albert Einstein

8. *"Imagination does not become great until human beings, given the courage and the strength, use it to create."*  
— Maria Montessori

9. *"I paint objects as I think them, not as I see them."*  
— Pablo Picasso  
*What if you and I saw work that way?*

10. *"A rock pile ceases to be a rock pile the moment a single man contemplates it, bearing within him the image of a cathedral."*  
— Antoine de Saint-Exupery

11. *"I saw the angel in the marble and carved until I set him free."*  
— Michelangelo

12. *"The visionary starts with a clean sheet of paper and re-imagines the world."*  
— Malcolm Gladwell

13. *"You're only given a little spark of madness. You mustn't lose it."*  
— Robin Williams

14. *"Children see magic because they look for it."*  
— Christopher Moore

15. *"Stories of imagination tend to upset those without one."*  
— Terry Pratchett

16. *"Conjure up what you want in your imagination. See it, feel it, taste it, smell it, then believe in it — even if no one else does. Finally, make your plan and build it. Start today."*  
— Jerry Roberts

I want to close with a passage from George Bernard Shaw's play, *Back to Methuselah*. Some of us may remember these words from Sen. Ted Kennedy, who spoke them in his eulogy for his brother, Robert, in June of 1968.

*"Some men see things as they are and say why? I dream things that never were and say why not?"*

Combine "imagine" and "create" and you get *imagine*. Combine "imagine" and "engineer" and you get *imagineer*.

What are you dreaming of today? Make sure you talk to the kids in your life about the value of imagination.

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An organization first and foremost, is most affected by its leaders behaviors, which are driven by its leaders beliefs. And so if an organization does not have someone at the top, leading the organization that is demonstrating the vulnerability, to acknowledge the need to change is not demonstrating the courage to take action on change, that will become the way of the world around them. And organizations. Said another way, groups of people that can't have the vulnerability to see a better way, and the courage to make a change will never win in the marketplace. They'll never compete for long, because someone else does have that courage. And one of my favorite phrases is if we don't, the competition will. And if nothing else, let that be motivation. You know, I think if we look at companies that have evolved rapidly, and an incredibly relevant way, a company like Airbnb, right, and their leadership team, they started as founders tech company, and the company has evolved into this massive, not only technology organization, but community of people providing hospitality around the world, in multiple cultures, at many different economic tiers. And the resilience of that, in and of itself says that that was a set of leaders. And a series of teams that at various points in their journey have been vulnerable, and open to feedback to iterate and change. And when I contrast that with other companies, that I will leave nameless, that might have had much larger challenges in protecting the integrity of their brands, the safety of their employees, or those that work with them, the protection of the experience and the reputation. It's interesting to vary. If you compare and contrast two companies very large, fast growing one is a set of leaders that have demonstrated the ability to learn and grow. And that comes from giving themselves and others permission to change and others have had far more challenges which is incredibly expensive, and certainly painful emotionally for those that are involved in the company. So I really respect leaders like those of Airbnb and, and even

some countries around the world that have had to lead through incredibly difficult times. Think about President Kagame of Rwanda, that led the the country through the turmoil coming out of genocide, and how do you tell a country those of you who were neighbors who were killed or killing, you need to forgive you need to live alongside of each other? That is just mind blowing. That is the penultimate example of giving people permission to change and have individuals holding themselves accountable to change. And I think often if, if the people of Rwanda can overcome such tragedy not that you ever fully overcome I met but lived through it, survive and then thrive as a people, certainly in our families, our communities and in our companies, we can find a way to overcome challenges to evolve to a better place.

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I've coached people who were in transition and moving to a new organization, how to interview the interviewer for culture fit. Because lots of times, interviewers don't always interview for culture fit. They don't know how to, they don't understand the importance of it. Lots of times they can't even articulate what their own culture looks like. I will coach people who might be looking for a new job to interview the interviewer for culture fit and it's questions about how things get done around here. What's the decision-making process. Like what's the communication process? Like how is conflict handled? How is information shared or not shared? What are the stressors in this organization? How stress tolerant am I going to work in this organization? Am I going to fit in this organization? What do people who get ahead do? So what is that like? Trying to get an understanding of what their culture is without asking the interviewer, what's the culture like here, you have to ask more specific questions around how things are done to see if that's going to fit with your values and the way you're used to behaving in an organization.

An organization will have an overall culture, a general way of behaving that helps them reach their goals. As you move down into big multinational organizations, there'll be some cultures and those can be determined by the country manager, the division, VP, whatever, but there'll be subcultures then. You think of it just like in the United States, we have the same constitution. We have a lot of symbolism here that makes a culture very rich. And, but there's subcultures around the country, different parts of the country, et cetera. You're going to have cultures and organizations as well. The best way, if you're going to be entering a new organization, if you're taking a new job is to find a mentor within your group that can help you onboard and cross out of best more quickly so that you're not making a lot of mistakes in

operating in your old way of doing things and feeling uncomfortable and stressful.

It's so much easier. If somebody can just help you make that a debt crossing and a good mentor can do that.

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Growing up in my environment and desiring to be a gymnast was an odd ball thing to do. It was not common in my neighborhood for a little black girl to want to do gymnastics, especially during the seventies. And I had a passion for it. I saw Nadia on, I went outside, started slipping around on the brick sidewalks, and I started to get very good at it. But you know what? I had people in my life who were telling me that I was wasting my time because gymnastics was a white girl sport, but I didn't listen to them because I was so passionate about what I wanted to do. I just kept going. My mother was very supportive. I started to train and I excelled very quickly. The biggest part of me being able to. Come out of that environment and be successful in my sport was the fact that I didn't listen to those who were critical of me.

It wasn't until my adult years, probably in my thirties that I realized that I had been carrying a lot of bitterness, resentment, and unforgiveness for all of those people who had hurt me in my past. There have been instances where I've pursued careers, because I thought that those careers would lead me to a place that would make me satisfied and bring me to a place where others would say, oh wow, I'm really sorry. I treated her the way she did look at her now. I'm embarrassed to say that honestly, but it's true. I pursued television because I thought if I could become a national sports reporter, if I could become this or that, then those people back in my past, who, Who shot down my dreams, who said that I would never amount to anything they're going to be sorry. When they see me, but then I realized in the midst of it, I was covering the NBA.

I was covering a game and Charles Barkley was playing and he said something crazy to the ref on the side of the court. I called up my producer in my ear and I said, Hey, what, Charles Barkley just said this to the rep. Do you want to do a story on it? They said, oh yeah,

we're coming to you. They came to me, I spoke to my little camera, that's way up in the air. And I did the story. The producers loved it. They said, oh, Kim, that was great. I was excited. I did a story that was well worth it. I went back to my little corner and then I sat there and I said, who cares? What Charles Barkley just said to the rest? It's not helping anything in the world. It's not helping anyone. I, I realized that I wanted to do something with my life that was more meaningful.

That was helpful to others. That would encourage people that would inspire people. What I was doing as a side reporter was not that. That's when I began to see that I was not following my own passion. I was doing, I was pursuing something that would impress others, but then I took a step back and I said, okay, Kim, who are you? What is it you're passionate about? What do you like to do? The answer is I like to impact people. I like to positively impact, help them to overcome obstacles, help them to grow in their faith. What I do now is just that I come alongside coaches and players, wives in the NFL, and I help them to walk in their faith. It is such an incredible experience to see someone learn and grow and to be encouraged by the words that I have to say.

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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Raise your hand if you make mistakes. Keep your hand up if you figure you're going to make a lot more of them. Reach for the sky if you think that's good. I'm with you, except for one thing I have to say on this subject, and it's the most important thing you'll ever hear when it comes to making mistakes. I'm Jerry Roberts, and that's coming next, on The Extra Point.

I know it's not all about me, but in pursuing my true passion, I have experienced the greatest joy,

What I look for. Not only in someone who's going to be on my team, but UIC, that's going to take that extra step and be a leader is that they're coachable and teachable, but also they have enthusiasm and drive we are known for. What we get to do every day is tell the stories of some of the best organizations in the world. That means that we're part of their teams and that we're just as excited about what they do and who they are as they are. The people on our teams that are excited and enthusiastic to dive in to projects and to learn more and really show enthusiasm is just essential to gather other people around them. I think that's an ability to be attractive and who you are as a person, attractive people are not necessarily the life of the party in the sense that they are the loudest or draw the most attention, but they're attractive because of who they are and that they're constantly attracting people to them.

Those are the leaders on my team. That I look for something else that I look for in a leader is compassion and compassion have a lot to do with just thinking of another person, being able to think from another perspective. That has a lot to do with when I'm working with a coworker, can I think from their perspective, it has to do with the client, how are they going to receive this? What's the best way to approach a situation. I think compassion is just thinking beyond yourself, thinking for the future and thinking for, or from the perspective of another person.

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If I said to you, "Tell me about what you value in life," and asked you to give me a list of your closely-held, rock solid, non-negotiable values, what words would you be saying to me? What would coworkers say your values are? What would your friends say? How about your spouse or significant other? How about your kids? Think of the people closest to you, and what they might have to say if asked about your values. I'm Jerry Roberts, and we'll talk about that word — values — in quotations, next, on The Extra Point.

We looked high and low for quotations that spoke of values, and we've got some we think you'll find valuable.

1. *"The aim of education is the knowledge, not of facts, but of values."*  
— William Inge

2. *"A people that values its privileges above its principles soon loses both."*  
— Dwight D. Eisenhower

3. *"We all have a responsibility to try and make this world better, whether it's through our work, the causes we champion, the way that we treat people, or the values we impart to the next generation."*  
— Daniel Lubetsky

4. *"If a nation values anything more than freedom, it will lose its freedom, and the irony of it is that if it is comfort or money that it values more, it will lose that too."*  
— W. Somerset Maugham

5. *"Don't violate your own code of values and ethics, but don't waste energy trying to make other people violate theirs."*  
— Melody Beattie

6. *"When your values are clear to you, making decisions becomes easier."*  
— Roy E. Disney

7. *"Just as your car runs more smoothly and requires less energy to go faster and farther when the wheels are in perfect alignment, you perform better when your thoughts, feelings, emotions, goals, and values are in balance."*  
— Brian Tracy

8. *"If you don't stick to your values when*

*they're being tested, they're not values: they're hobbies."*

— Jon Stewart

9. *"Maturity is achieved when a person postpones immediate pleasures for long-term values."*

— Joshua L. Liebman

10. *"At the end of the day, the position is just a position, a title is just a title, and those things come and go. It's really your essence and your values that are important."*

— Queen Rania, Jordan

11. *"A mission statement is not something you write overnight... But fundamentally, your mission statement becomes your constitution, the solid expression of your vision and values. It becomes the criterion by which you measure everything else in your life."*

— Stephen Covey

12. *"We are all born as empty vessels which can be shaped by moral values."*

— Jerry Springer

13. *"Here are the values that I stand for: honesty, equality, kindness, compassion, treating people the way you want to be treated and helping those in need. To me, those are traditional values."*

— Ellen Degeneres

14. *"Good values are like a magnet — they attract good people."*

— John Wooden

15. *"Define your priorities, know your values and believe in your purpose. Only then can you effectively share yourself with others."*

— Les Brown

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