

THE EXTRA POINT

BY JERRY ROBERTS



1534 Five Ways to Be More Likable

We've talked about how being more likable is a big asset in the workplace. Today, I've got five ways for you to do that. I'm Jerry Roberts and we are headed for likabilityville, next on The Extra Point.

Are you a likable person? I'm sure you'll answer that question in a positive way. Most of us want to think we're likable.

Some of us worry that we're not likable, and we see people around us who seem a whole lot more likable than we are. What do they know that we don't?

I picked up a recent article in Fast Company magazine that presented six ways you and I can be more likable.

1. Be present. Social interaction expert Patrick King, author of *The Science of Likability: 27 Studies to Master Charisma, Attract Friends, Captivate People, and Take Advantage of Human Psychology*. Patrick, you would have been far more likable if you'd have selected a shorter title.

King says likable people are focused on the conversation when they're with someone. They listen intently and they're curious about the person they're speaking with. They're not just talking, they're connecting.

2. Give and share credit. No credit hogs here. They share and, in fact, this kind of person is likely to push you into the spotlight first.

A word to managers. If you get singled out for praise because of your team's performance, say thank you and then give your team big-time praise in front of those who are praising you.

The manager gets credit for the win anyway. Let your people bask in the warmth of victory. It's the right thing to do and there are two huge benefits. Not only are you giving them love in front of people who could be instrumental in promoting them in the future,

but you are building a rock-solid team in the process. They know you have their back, and they're going to have yours.

3. Be authentic. I have to say that I'm not a big fan of this word. Authentic, real, transparent, trustworthy. It's all in the same pocket. These are people who say what they mean, and mean what they say. If you fit into any of this, good for you.

4. Be caring and empathetic. When you show others that you care about them, and that you understand them, it unlocks new levels of relationship that others will never get to.

Likability zooms. People may not be able to adequately verbalize how they feel about you in so many words, but they will definitely feel it.

5. Be a great listener. Listen more than you talk. Listen for understanding, not to formulate a response for when the other person stops talking.

Listening makes you seem more intelligent and, strangely enough, better looking. I kid you not, it's a miracle of science. Learn to ask good questions, which will help others to get information out and express themselves.

Listening and probing are communication super powers. Establishing strengths in both will set you apart from the pack.

Use the five ways. I can feel you becoming more likable already.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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