

THE EXTRA POINT

BY JERRY ROBERTS



1550 What — Nobody Told You? Really?

Have you ever had the experience where everybody on your team seemed to know something, but you didn't? People are talking openly about it and you have no idea what is going on. In leadership circles they sometimes refer to this as the Little Anthony Scenario, where you find yourself on the outside looking in, and you wanna be, wanna be back on the inside — along with everyone else. So, how do you deal with this situation to return to the ranks of the more informed, while maintaining your dignity and sanity? I'm Jerry Roberts, and I've got the answer coming next, on The Extra Point.

You're the last one to know something, and that is not a good feeling. The thought might cross your mind, "Uh, how come I'm the last one to know? Am I no longer considered to be a valued member of this team? Has somebody else replaced me in the boss's eyes as a 'go-to' person? Am I on my way out? Say it ain't so."

Okay, we're having fun here, but trust when I say that this sort of thing happens every day across the collective Guam workplace. Whether it's the private sector, local and federal governments, and military — somebody (probably a whole bunch of somebodies) will come up short on being informed of something they normally should know.

This can lead to emotions that lead to thoughts similar to those we've just exposed. It may not seem like a big deal on the surface... until it happens to you. Then, it's a big deal.

The way you handle is to charge into your boss's office and demand to know why nobody thought to tell you what everybody else seems to know. That's it, right on!

Better yet, do what the kids on college campuses do — get a tent and build an encampment, informing your employer that you won't leave until your demands are met. Nice.

Oh, not your style? Haven't got a tent? Okay, Plan B.

Because you listen to The Extra Point and we talk about the importance of emotional intelligence, and the fact that if you don't control your emotions, your emotions will control you...you count to 100, take a deep breath, compose yourself, and realize that... sometimes people mess up when it comes to communicating information.

Have YOU ever forgotten to pass along a message? Uh-huh, there you go. It can happen to the best of us. They probably weren't out to get you...at least not this time.

So, before we barge in on the boss or do the encampment thing, I suggest some preliminary solutions.

1. Ask somebody you're on good terms with to give you the information. Choose someone who is likely not to ask, "Uh, what's wrong, didn't anyone tell you?" You don't need that.
2. When you have the information, make sure you understand it so you can comment intelligently if called upon. Ask a team leader or your boss specific questions to enhance your knowledge of the issue.

This is actually a plus because most people will never do that, letting the usual vocal players carry the conversation. You stepped up and displayed that you're in the game.

3. If the team leader or boss is the one handling the communication duties, lightly mention that the info didn't get to you as normal, and ask them to check to see if they still have your correct contact info. If it's not their task, then do the same with the person responsible for that.

(Con't.)

It's quite likely that this miscommunication was totally innocent, and your calm and collected manner became a plus. You didn't complain, didn't moan over how people were treating you. You looked and acted like the valuable worker you are.

Now get that tent back in your trunk and be glad you didn't put it up.

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.

###

For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

