

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1551 Unsung Heroes of Longevity and Wisdom

In every organization, there are those who remain unseen, yet their presence is deeply felt. They are the silent ones, the workers who have dedicated 20, 30, 40 years or even more of their lives to the organization. Perhaps some have been there from the very beginning, witnessing its birth and every stage of growth along the way. They possess a unique perspective, having experienced the best of times, the worst of times, and all the other times in between. I'm Jerry Roberts, and we'll focus on these special people next, on The Extra Point.

Today, we talk about the silent ones. They've been through a lot, and they've seen a lot. They know who the real leaders were and are. They know who had promise and didn't fulfill it.

They remember those who left for another opportunity, and it was a shame they did. They also remember the ones who most people wished had left for another opportunity, and it was a shame they didn't.

They've been there for the blur of humanity that has come through the doors during their time. They've dried tears, and calmed fears. They put in extra hours off the clock when they couldn't claim overtime.

Quietly, they've been a rock solid contributor, and they never hog the spotlight or call attention to themselves. In a world where self-promotion sometimes dominates, these silent contributors offer a refreshing contrast.

They derive satisfaction from their steadfast dedication and the impact they have made on the lives of those around them.

When good people wanted to quit, these workers encouraged them to stick it out for another day, another week, another month, because things could turn around. From that advice, excellent careers were built, including those of several people who ultimately became their boss.

Their humility and unwavering commitment have been the bedrock of the organization's success, even if it often goes unrecognized.

They hold a treasure trove of knowledge, which they're more than happy to share — if anyone would ever think to ask.

They possess institutional memory and a deep understanding of the organization's culture, values, and history. Their insights can provide invaluable guidance to newer generations, bridging the gap between the past and the present.

If they've been there long enough, it's quite possible that they've had significant dealings with customers and vendors. So much so, perhaps, that when money has to be collected so there's enough in the bank to pay the team, it's them who gets on the phone and calls around to scrape together what's needed.

I've known of people who perfectly fit the criteria I've outlined here, and I had the great privilege to work with one of them for several years.

How about you? Do you know someone like this? Do you work with one of these valuable and silent contributors?

Have you ever told them that you admire them and what they mean to the organization, and to you?

Maybe you'll want to go to [guamtraining.com](http://guamtraining.com) and download the transcript for today's commentary, transcript #1551.

When you get it, you could print it out and write something like "This is you!" If you're an emoji person, go ahead and add a heart to it.

(Con't.)

Some silent ones toil away without much in the way of praise or acknowledgement. Your small gesture might mean the world to them.

Do it today while it's fresh in your mind. They and you will be glad you did.

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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