

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1557 Keeping Workers Employed Longer – Part 3

There are a lot of ways an employer can encourage a worker to stay with them longer. Monday, we spoke about giving workers input into decisions that affect their job. Yesterday, it was centered on career development. Today, of all the things we could ever discuss about lengthening the time someone spends on your payroll, we have the absolute most critical. I'm Jerry Roberts, and that's coming next on The Extra Point.

Our key point centers around the realization that long-term and even career-long workers are quickly going the way of the dinosaur. Government workers, and that includes the military, will still see people sign on and stay for the duration, but we'll see less and less of this in the private sector.

So, keeping someone long term is nice, but the goal should be to just keep them longer. If you can motivate the average employee to give you three months, six months, maybe even 12 months more time, over the long run you will be in far better shape than most other organizations.

Before we go further, you can get transcripts of the first two segments of this short series, along with the one we have today, by going to [guamtraining.com](http://guamtraining.com), click on the "XP" on the top menu bar, and then download transcripts #1555, 1556, and 1557.

Over 20 years ago, I began to write a course that focused on key strategies for building a strong relationship between a manager and a worker. It launched in 2005, and has been one of our most popular trainings.

The course is RPM — Recognition, Praise and Motivation, and playing off the "RPM" theme, it's how to rev up workplace relationships.

RPM is a part of a six-course set that Guam Training will present between June 11-20. You can get details at [guamtraining.com](http://guamtraining.com).

What is it about this relationship between the

manager and the worker that may well determine how long a worker stays with you?

I have a couple of minutes here. RPM is a packed four-hour course. Let me give you a few ideas in the time I have.

A key principle is to make the worker feel valued. So often, managers and supervisors are so busy with their to-do lists, reports, and whatever they're tasked to do, that they forget their most important job — growing talent.

I want every employee to clearly understand the importance of their job, and why it is absolutely critical that they show up. I want them to take ownership in their work. I can't make them do that. They only do it when they want to.

I want them to know I'm there for them. They may be just one of 10 or more people on this team I lead, but based on how I treat them, in their mind they must be my favorite.

I didn't say to play favorites, but to make each one feel that they must be your favorite. There is a big difference between the two.

I intend to show interest, promote growth, encourage effort, learn the rules of giving the kind of feedback that makes a worker jump for joy, not want to jump to another employer.

I want each team member to feel grateful they work in such a place, and to feel sorry for their friends and family members who don't enjoy anywhere near the same experience.

I mentioned "I" a lot, didn't I? It was totally intentional. I, as the manager, have a lot of power and influence over the kind of overall experience each worker will have.

If the experience is positive, it's far more likely that the worker will remain on our payroll for a longer period, and that gets us back to the whole idea behind this series. (Con't.)

Let me tell you the best part. None of this is even close to rocket science. The concepts and strategies are simple, and simple to implement.

Wait, should I have an advanced degree to do this? No, not necessary. Tons and tons of experience a requirement? Nope.

A great manager becomes great through wanting to help others get further and do better, and by doing the little things, the important things, day after day.

If you want info on the RPM course, jump on the web and go to [guamtraining.com](http://guamtraining.com).

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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For information on training and consulting services with Jerry Roberts, please click this link: [guamtraining.com](http://guamtraining.com)

