

THE EXTRA POINT

BY JERRY ROBERTS



1568 How Absorbed Are Your Workers?

In writing my commentaries, I generally write with recognizable workplace terminology, and try to avoid jargon. That being said, I'm going to use a word today that you may not be familiar with as it applies to your job, but you'll have trouble picking up the meaning of why it's important. I'm Jerry Roberts, and the word is absorption. We'll get to why it's something we should be focused on. That's next, on The Extra Point.

HR people use the word engagement a lot. A lot of senior leaders toss it around, too, though I'm not sure they have a good grasp on how you achieve it.

Engagement leads to higher performance, and ultimately a higher likelihood of retaining the worker. There's nothing wrong with building engagement with your team members. We all love employees who are highly engaged in their work. Nothing wrong at all. However, what if I said there could be more...much more?

This is where absorption comes in. It is the ability to stay deeply focused, motivated, and immersed in one's tasks. Being totally absorbed in one's work unlocks new heights of productivity, innovation, and fulfillment.

Let's dig in. Workplace absorption has some significant characteristics. Maybe you've seen them in others. Maybe others have seen them in you.

1. There is a profound sense of focus, energy, and enjoyment. Absorbed employees are able to tune out distractions and devote their full attention to the task at hand.

2. Workers lose track of time, because they are into their job. They might come in early, blow through breaks and maybe even lunch. All cylinders are firing and they are in high gear.

3. Incentives are always welcome, but the absorbed worker is motivated from within. They know their work has purpose.

4. Highly absorbed workers are usually among the best problem solvers. They have taken the time to look deeper into their job, and they have a better understanding of the working parts.

5. Absorbed workers report higher levels of job satisfaction and overall well-being, as the work itself becomes a source of fulfillment and enjoyment.

6. Finally, absorbed employees cause fewer problems.

Maybe your reaction to all this is that these kind of workers don't exist today. Absorbed employees are from another generation.

No. There are absorbed workers in all of the generations. Even Gen Z. However, they weren't this incredible production machine and a marvel to watch on day one.

They got that way because someone took the time to nurture growth. That someone is not the HR manager, though they can obviously help make a difference.

The person who will, and who should make the most difference is their direct supervisor. Spend time and money building absorbed managers, and they'll in turn create absorbed workers.

Do it consistently and you'll create the kind of atmosphere where people will stay with you longer...and you will the retention game.

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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