

THE EXTRA POINT

BY JERRY ROBERTS



1728 Blending Social Skills and Teamwork

Let me ask you a question. A new manager takes over a team, treating each and every worker equally. Yet, some employees feel they are being discriminated against. How is that possible? I'm Jerry Roberts, and the answer to that is coming next on The Extra Point.

Since 1980, the majority of job growth has occurred in roles that prioritize social skills, with teamwork being a critical component.

Research shows that teamwork is regarded as "very" or "extremely" important in 80% of occupations.

A notable Stanford University study highlights the advantages of worker collaboration, revealing that individuals engaged in team efforts remain focused on tasks for 64% longer compared to those working solo, and they exhibit significantly higher levels of engagement.

Before we jump ahead, let's ask why working with another person or in a group would see us on-task so much longer.

Maybe we like working in that setting, and maybe the fact that having somebody else in the effort with us keeps us accountable.

Relational abilities are becoming essential for success. In an era where automation is on the rise, jobs that require human interaction and cooperation will continue to be in demand.

If you think that AI is going to strip the world of its need for human labor any time soon, you need to pump the brakes on that notion.

AI will definitely alter the employment landscape, but the wholesale swapping out of people in favor of bots is a long ways off — if it ever comes.

As presently constructed and programmed, bots do a poor to miserable job in the area of customer service. If you can't beat out a bot

servicing your clientele, then you deserve to be replaced.

The power of teamwork extends well beyond mere productivity; it's also about a sense of community and shared purpose among employees.

Organizations that harness the strengths of teams can drive innovation and adaptability, setting themselves apart from competitors who can't.

As author and educator Margaret Mead once said, "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." Collective efforts can lead to meaningful change.

Moreover, the emphasis on social skills and teamwork reflects a deeper understanding of the complexities of modern work.

Employers, even here in Guam, are beginning to recognize that technical expertise alone is not enough to cultivate a productive workplace.

People skills matter, both on the front lines as well as with management and leadership.

I have been beating this drum for almost 30 years in this community. The ability to play nice with others on the job is a big deal.

It's always been a big deal, but with so many local employers unable to find the talent they want and need, the focus is finally on retention and training.

The ability to communicate effectively, avoid conflict, work with others to solve problems, to empathize with coworkers, and to work towards common goals is increasingly vital for organizational success.

(Con't.)

People skills. Supervisory skills. Leadership skills. Those who cultivate these relational abilities will be better positioned to thrive in their careers, and to help their organizations win their competitive battles.

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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