

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1748 10 Questions a Manager Should Ask Every Worker

Yesterday, we compiled a list of 10 questions that an aggressive job applicant might want to ask a prospective employer. Today, we have another list. This time, 10 questions a manager should ask every worker. I'm Jerry Roberts, and that Q & A is next on The Extra Point.

Here we go, 10 questions a manager should ask every worker.

By the way, you can download the transcript for this at [guamtraining.com](http://guamtraining.com). Grab #1748.

1. What do you like best about your job?

This is a relatively easy way to start. You should get a quick answer. If it's along the lines of "the people," you want to probe deeper. The goal is to get real answers and you may need to work to get them. "That's interesting, can you be specific?"

2. Is there any aspect of your job that you would like to change or improve?

Almost everybody I've ever worked with had the desire to change something. Give your worker a few moments to think about this.

3. What, if anything, feels harder than it should be in your day-to-day work?

Now we're getting somewhere. If the first two answers didn't give you much to chew on, this one might. This is about processes, and often repetitive processes, the things people do daily, weekly, monthly and so on.

Quite possibly, you can get some info on how a change here and there could make a change worthwhile. Now, let's move on to growth issues. I've got three questions lined up, and they start with...

4. Are you open to advancing?

99.73% of the time (I made up the number), this will be a "yes". Everybody will say they would like to advance. We're going to find out.

"But wait Jerry, what if they say "no"? Well, then I'm going to ask something like, "So, you're good with the job, the pay, and have no interest in changing anything?" If the answer to that is "yes", skip questions five and six.

5. Is there an area of improvement you'd like me to help you with in the next 30 (60-90-etc.) days?

They said they wanted to advance, and now what I'm looking for is any spark of desire to get further and do better. An easy place to start is with the current job. What skills can we add that will transform this worker into an even better performer.

6. "What other roles at our company do you find interesting?"

If we have a good worker with the desire to grow, we may have a good candidate for cross-training. That could work for them as well as the organization.

7. What specific changes do you think could improve our team's overall performance?

This tells me if the worker is observant and understands what we do and how we do it, and how a change could make a difference. I want thinkers on my team.

8. Is there anything that makes you crazy?

This should at least make the worker smile. Come on, there is always something that drives workers up the wall. Some policy or process that has been in place since Adam ate Eve's apple, and nobody has bothered to change it.

9. Now we have some fun. Give me a number between 1 and 10, 10 being best, about how excited you are about your job and your employment with this company — and why do you feel that way?

(Con't.)

Trust me, they didn't expect anything like this and may freeze up a little. Give them time, and gently ask the question again. They have to give you the number. Once they do, all you have to do is ask, "Why do you say \_\_\_?"

Then, sit back and don't say another word until they respond.

Once you're past this one, we go for the finale, the one I regularly asked my team member, and the one I think you should ask yours.

10. In what areas do you think I could improve as the manager of this team?

Understand something, there is some conflict built into this question. Many workers don't feel they have the right to answer such a question about their boss, and especially to their boss. It may take a while to get a good response, but stay with it.

If you can get an honest answer, it may be a golden nugget of information that will help you.

One more thing. DO NOT argue or challenge the answer they give here. There's a time and place, and this isn't it.

Just make a note of what they say, thank them for talking with you and move on.

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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