




THE PACESETTER WAY HUDDLE NOTES

Congratulations on practicing and exhibiting masterful communication! We know that communicating clearly and directly requires daily commitment. Thanks to everyone for participating in how to:

Be a Communication Master: Say what you mean by being clear with direct requests. Write and speak in a way that your audience can understand. Make sure you address issues only with those who have the ability to help you solve them. Use “I” statements not “we.” Only speak on behalf of yourself.

A summary of our plays:

-  Kevin Lanphear replayed great communication with Lisa Pollitt and Tiffany Forsyth. Together they worked on a solution for a customer need and concern.
-  David Smith replayed great team communication with Gary Roberts, Kathleen Cox, Jeff Derenski, Stephanie Clark, Tyler Grahovec, and the Houston Service Center team, all working over the weekend to get material to our customer. Good news . . . the wedding went on! (A special thanks to Jeff for excusing himself from wedding festivities for a few minutes to collaborate.)
-  Gary Roberts replayed being witness to masterful communication with Jeff Terrell and a customer (the customer struggling to hear and accept that mill increases are in effect).

This week’s focus is on doing what is right for Pacesetter and our customers, regardless of who gets the credit. We know that worrying about who gets credit and blaming others is a waste of time.

Check Your Ego at the Door: Worrying about who gets recognition or blame is counterproductive. Never let your own personal agenda get in the way of doing what is right for Pacesetter and our customers. Make sure every decision is based on what is best for the TEAM.

Let’s take it to the end zone again!

Check in with us again next week to find out all the ways we represent this behavior during our next Monday huddle! And, be sure to comment on our [website](#) about all you are doing to live out these fundamentals!

