



THE PACESETTER WAY HUDDLE NOTES

Set and Ask for Expectations: Provide clarity and avoid misunderstandings by discussing expectations upfront. Establish mutually understood objectives for all projects, issues, and commitments. If a deadline is not given, ask for one.

Last week we worked on setting and asking for clear expectations. It was a short and very hectic week, so we need more time to get into the end zone. We're making progress though! Here's what we just reported:

-  Vicki: While asking Ashley to prepare reports, Ashley asked for clarity on exactly what Vicki was looking for including specific due dates.
-  Brian and Patty Goldstein: Worked with our very busy Chicago Service Center to make sure that there was clarity on all shipments and processing orders for last week, an extremely busy shipping week.
-  Stephanie: Worked with Katelyn to map-out a timetable of dates to ensure that a customer's needs are met.

We'll continue to work on setting and asking for clear expectations this week and expect to be in the end zone next Tuesday. And what a perfect time of year to set expectations for yourself as you complete your New Year's Resolutions!

NEW YEAR HUDDLE NOTES UPDATE!

Great week moving the ball down the field by setting and asking for expectations. We all know that if we set deadlines, we will clarify expectations. This creates accountability and produces a greater result. Please take a minute and review some of the plays that took us to the end zone!!

-  Patty to the Houston Service Center - The Houston Service Center did a phenomenal job of keeping updated on deadlines for our customers as the year came to an end. They went above and beyond to ensure that our customers were taken care of in time for the holidays.

-  Lisa Pollitt to Betsy - Lisa and Betsy worked together to reformat important reports. Lisa confirmed with Betsy what she was asking for and together they established a time line for the project to be completed.
-  Vicki to Kathleen- Kathleen was scheduled to be out of the office for the holidays. Before she left, she did a really nice job working with Laura to make sure she had all the information needed to handle a large, complicated purchase request on her own. They did such a good job communicating up front that the requests were entered with no issues.

This week's focus is on considering the big picture and your circle of influence. Keep in mind what you do and say makes a difference. Probably more than you think!

Consider Big Picture and Circle of Influence: You and your team rely on the success of all other teams within the organization and upon Pacesetter as a whole. Consider the impact, both upstream and downstream, of your communications and actions. Are they true? Are they fair? Do they foster teamwork and improvement? Do they benefit the organization?

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!

