






THE PACESETTER WAY HUDDLE NOTES

Be Quick to Ask and Slow to Judge: Asking questions leads to better understanding. Ask more, actively listen to answers, and recognize that the quality of the answer is directly related to the quality of the question asked. Refrain from coming to a conclusion or judgement before enough information has been gathered or questions have been asked. Note: Unnecessarily delaying decision can create additional risks.

Congratulations team. It was great to hear the different examples on how we took the time to ask questions and understand the big picture. We all know there is another side that may be quite compelling if we only take the time to understand. See below for some of those examples.

A summary of our plays:

-  Michael to Jordan – Michael believed that he was supposed to be flying out to a conference on Monday afternoon. Monday morning, he did not see his flight details on the calendar. Without assuming or judging, Michael asked Jordan for clarification on the flight. After discussing it, Michael remembered that he was to fly out on Tuesday morning.
-  Kathleen to Alejandro- Kathleen has been working with Alejandro on an issue. Alejandro asked thorough questions to gather the facts and together they are making progress in resolving the situation.
-  Stephanie to Kristin- Kristin never jumps to conclusion when information is missing on orders. She assumes the best about her coworkers and begins investigating to resolve the issue.

This week's focus is honoring our commitments...just do it! Let us all take the initiative to handle tasks that reach our doorstep. If you need help, then by all means reach out to your Pacesetter Team!

Honor Commitments...Just Do It! Do what you say you are going to do, when you are going to do it. Take personal responsibility for making things happen. Respond to every situation by looking for ways we can do it, rather than explaining why it can't be done. If a commitment can't be fulfilled, notify others early and agree on a new commitment to be honored.

Let's push for another score!

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!

