

## The Pacesetter Way

It is everyone's individual responsibility to appropriately encourage and help all associates consistently follow these behaviors.

**15. Confront Reality:** Aggressively address business problems. Be relentless, but also realistic, about the size and scope of a project and set reasonable timelines and expectations for finding an answer.

So last week I flipped Confront Reality and Be a Communication Master. These two fundamentals are closely tied together. The tips and tricks I shared last week on effective communication are very important and they will fail if you do not confront reality while utilizing them.

What does it mean to confront reality? This is a much greater concept than just being honest. It is asking yourself to find the true deep honesty within yourself. The one that may make you feel uncomfortable. I had a one on one coaching session with a member of my team recently. S/he told me that they were exposed to the concept that true learning happens at the point where we are made uncomfortable. I challenged myself in that moment to test that theory and dig deep with questions to get us to a healthy place of uncomfortableness and we did. Together we confronted reality and went into a deeper discussion than ever before. I learned a lot about this individual and myself in the process. I walked out with a new understanding of his/her needs and a challenge presented to me that will make us better leaders.

Taking the time to truly be honest by asking deep questions and then going a step further is truly confronting reality. It's learning the deep truths and the whys of who we are, what motivates our behavior and truly understanding our needs. It's understanding this about others we interact with and coming to new mutual understandings that take communication, relationships, and partnerships to a whole new level. This applies in our personal lives as well. I recently had a conversation with a family member. I asked more questions and went deeper than I normally would have. Something told me to just keep asking. The more questions I asked the more I learned and, in the end, I had a new appreciation and understanding of a struggle s/he was facing. Confronting reality is meant to make one uncomfortable and like my team member reminded me, one may not like what they learn once they dig deep. "What if I don't like the answers I find?", I asked myself. I'd rather know the answers and the true reality so that I can act on that and move forward. It may not be pleasant or what I hoped for and it will make me better for knowing it. I can make better long term decisions based on what I learn about myself or others. If what is learned is unpleasant, then that deep seated knowledge was there festering and even if neither party fully knew or understood it, it still impacted our relationship and decisions. It is better to know reality so we can confront it head on, rather than to not understand and hope our fears, no matter how small, or large aren't true.



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