

The Pacesetter Way

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

19. 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.

We are more successful as individuals when the team succeeds. Sometimes it's hard to see this because immediate gain can be better for the individual. In the long run, doing things for immediate gain for yourself harms the team and circles back to the team not being able to take care of you.

We all have our individual goals set by ourselves or our managers. We have something that we are striving for. There always comes a day when something you are striving for will conflict with something Pacesetter needs as a whole. You have to choose whether to achieve your goal or look out for the company.

That is a difficult choice. It's not easy to make that sacrifice and yet it is necessary. It is our expectation that you make decisions with the filter of "is this the best decision I could make for the Pacesetter Family?" If you use that filter with every decision then you are checking your ego at the door.

Checking your ego also ties back to continuous learning and development. It means to be humble. The path to self-discovery is paved with humility. By accepting the fact that we are not all knowing and that it is ok to make mistakes, we then have the opportunity to grow and learn. By pretending to constantly be the expert, we lose the awareness necessary to grow as individuals.

One cannot check their ego if they are not self-aware. You may be thinking, "Of course, I know my strengths and weaknesses." The reality is we all have blinders. It is important to get reality checks with friends, family, and Pacesetter Team Members so that we can continuously identify those blind spots and work to improve them. Don't be afraid to ask for others' opinions on what you need to work on. The feedback may be difficult to hear and if you allow it, it will result in positive change. Take time this week to ask one person in your life about your blind spots. I challenge you to take one of these and put a personal plan of development around it. Reap the rewards of checking your ego at the door.



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Chief Executive Officer