

The Pacesetter Way

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

3. 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.

Someone cannot meet your expectations if you do not tell them what they are. The day I was promoted, I asked everyone to imagine their dream house. Picture it again, right now. You hire the best builder in the country to build it. You tell them to build it. Months later they call you and tell you it's finished. When you go to see your brand new finally completed dream home you are in utter shock. It's unbelievably well done. The detail and technique is amazing. You think, I truly found the best builder, but this isn't the home I imagined. It's a beautiful home, but it's not your style. Your dream home did not get built because you never told the builder what your expectations were. You told him to build you a fantastic home and he did. He did not build your dream home because you never shared the vision of what your dream home actually looked like.

It's impossible to reach your destination, if you don't know where you are going. It's impossible for others to meet your expectations, if you don't clearly explain what they are. Do you expect something done a certain way? Do you expect it by a certain date?

Expectations are not a one way street. If someone assigns you a project and you aren't sure what they want, the answer is simple --- JUST ASK. Often, we get projects assigned to us. There is no clear priority or due date, so we assign one. We give it our best guess. Have you ever thought something was top priority so you set everything else aside to get it done immediately? And then, when you excitedly went back to show your finished work, the person who asked looks at you amazed and said, "Wow, you were fast; I didn't need that for two more weeks." Then you walked away frustrated because you only wished you'd known that since you missed another deadline order to get that person's project done.

If you do not clearly know what is expected of you and you do not ask, it is just as much your responsibility when the project/task is not accomplished correctly on time the first time.

Sometimes initial expectations are unrealistic. One may not have the resources to do said project or may need more time. By clarifying expectations up front, both parties can make sure that the resources exist and tasks are prioritized appropriately for the bigger picture. This allows expectations to be reset to something that can be accomplished so that neither party is let down later from lack of good communication.

Take time this week to think about requests you have made of others. Were they clear? Did you set timeframes? If not, take the time to go back and clarify. Think about assignments that have been given to you. Do you clearly understand what is expected of you? If not, use this week as a catalyst for clarification and find out what is truly expected so that you can do the assignment right the first time on time.

Note: It is my expectation of everyone on the Pacesetter Team to do this exercise with some real thought by the end of this week.



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