

The Pacesetter Way

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

4. Honor Commitments...Just Do It! Do what you say you are going to do, when you say 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.

"You are what you do, not what you say you will do." - C.G. Jung

At Pacesetter, we live by our word. We honor our commitments and we expect our team members to do the same.

What does it mean to honor commitments?

For me, it means follow through with what you say you are going to do when you say you are going to do it. That may seem over simplified, but that's all there is to it. However, it is not a simple thing to do.

Why is it so difficult to honor commitments?

I think it is difficult for a few different reasons:

*1. People tend to overcommit: It is so easy to want to please and help everyone. Even when I have more on my plate than I can handle, you will find me saying yes to doing something for someone else. It's either because I want to please them, I want to look good to this individual, or I truly just want to help them and forget about my other commitments. This is problematic because there are only so many hours in a day and I am not superwoman, even if I am a "woman of steel." Yes, that was a bad joke so back to the point. I have made commitments that it is not physically possible to honor. **The solution:** learn to say no or if I am going to say yes, give a realistic timeframe. If this is a higher priority than a commitment I have already made then reprioritize AND honor your prior commitment by communicating to the person who you made it to that the original timeframe can no longer be met. Together, you can create a new solution to that commitment being met, either through delegation to another individual or an extension.*

2. People aren't well organized to remember everything that they've committed to: If I commit to something, it is important that I write it down or set a task for myself in Outlook. Everybody has different methods of organization that work for them. What matters is that you have one so that you can make sure to capture all commitments in a way that works for you and will help you follow through with them. Personally, I use Outlook. All of my commitments get entered as tasks and I often set reminders. I make it a practice to go into my tasks a few times a day to make sure I am working on highest priorities and to reprioritize as necessary. Where I need to reprioritize and change my commitments it is very easy to see what I committed to and who I committed to so that I can communicate appropriately and still honor the original commitment.

3. Resources and priorities change: As mentioned in #1 and #2, priorities do change and sometimes resources get assigned to new projects or people may end up out of the office sick. As change is the only constant, reprioritization is a regular task in and of itself and a way of life. What is important to remember is that to honor your commitments you need to communicate these changes to those you made commitments to.

Why is honoring commitments important?

Honoring commitments is important in all areas of our life. I want people to know they can count on me. They should not need to wonder whether or not I will follow through with something that I committed to them on. I hope if people were asked to pick adjectives or phrases to describe me that the words dependable, reliable, and trustworthy are things that would be on their list. I do not think that I am alone in feeling this way. I believe these are descriptors that most individuals want to be associated with. When one does not honor their commitments other individuals cannot count on them. Teams rely on trust to get things done and need to know that they can count on their team members.

"Dependability is more important than talent. Dependability is a talent, and it is a talent all can have. It makes no difference how much ability we possess if we are not responsible and dependable."

—Floy L. Bennett, *Saints' Herald*, Independence, Mo., Oct. 12, 1953



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