



## THE PACESETTER WAY Leadership Team Insights

Brought to you this week by Corri Green, Associate Manager of Administrative Services and Executive Assistant to CEO

**Recognize and Appreciate:** Positive, meaningful feedback is a tremendous source of energy and encouragement. Make it a point to offer appreciation and recognition to those who play a part in Pacesetter's success.

Every day we all go to work and tackle to do lists, attend numerous meetings, and try to accomplish everything we had in mind for that day...and at the end of the day we leave the office thinking "What did I do all day? I ran from here to there and don't feel I accomplished anything!" This is where I feel it is key to make sure that your fellow associates know how much they are appreciated. I have days just like this and nothing makes me feel better than, at the end of that day where I think I accomplished nothing, someone says to me "Thanks so much for all you did today; you really helped me out by taking care of x for me", and while some days I may not feel that I did everything I wanted to, I know that every day I am doing something that someone needs me to do.

It is important for managers to recognize their team, not only as a group working together, but as individuals. It is important for co-workers to recognize each other – say thank you, take someone to lunch that you know has been working really hard or helped you on a project. Something as simple as telling another associate that you recognize their work and that you appreciate their efforts, input, and time goes a long way. Associates who feel valued and see that you notice their commitments will highly appreciate that and will be more likely to put in the extra effort and continue to share ideas. I can personally say that I have left another position because of not feeling like I was valued as an employee. I would feel deflated and worn out at the end of the day and did not want to go back the next morning. Never once has that happened to me in my tenure at Pacesetter. Why? Because there is a sense of accomplishment in knowing that I am appreciated every day and more often than not I am hearing "thank you for doing x" or "I am so glad you were here to take care of that". This is what being valued feels like and it makes me want to put forth my best effort to show my appreciation in return.

I encourage everyone reading this to take time out of your week to acknowledge one person that has helped make your day to day easier, or that you have noticed putting in extra efforts or ideas. Tell them that you see that and that you appreciate that.

I would also strongly encourage you to talk to someone who may not know that they had any impact on you at all and say thank you. I personally took time out to let another associate know how much something that they thought was probably one small comment said was huge to me in a personal situation that I was going through at the time. It was 5 years later that I told them how impactful that was and they had no idea.

There are countless ways to say thank you and show your support to one another, so go make someone's day!

Check back next week for more Leadership Team Insights and be sure to comment on our website about all you are doing to live out these fundamentals!

