



THE PACESETTER WAY Leadership Team Insights

Brought to you this week by Stephanie Clark, Manager of I-Reps

Do the Right Thing and Do it Right the 1st Time: Make quality your personal statement. The goal is to get things done right, not simply get things done. Take the extra time and don't take short cuts. Always ask yourself, "Is this my best work?" Everything you touch has your signature. Sign in **bold ink**.

I was blessed with the opportunity to join the Pacesetter team when I graduated from college. From what I'd gathered about the general workforce, I thought that Pacesetter would be no different than any of the other companies I was researching. While I was interviewing with Pacesetter, I remember being told that Pacesetter would become like my second family. That sounded great, but since other companies had told me the exact same thing, I wasn't quite convinced. Thankfully Pacesetter decided to bring me on board and I realized that they'd spoken the truth. From day one, the Pacesetter team said what they meant and meant what they said. Aviva rolled out the Pacesetter Way a little over a year ago, but Pacesetter has been living and breathing these values since its founding in 1977.

The Way I'd like to highlight today, Do the Right Thing and Do it Right the 1st Time, resonates with me. I remember my first day of training on the job. As I shadowed different I-Reps, I saw that each one of them always double checked every aspect of their work before approving it and moving onto the next stage. They even had stickers on their desks telling them to "slow down!" They wouldn't approve a project unless they could proudly stand behind the work they'd done. After months of watching the other I-Reps work so diligently (and carefully check my own work), the moment of truth arrived. I had asked one of the I-Reps to check my work, and they said, "Do I really need to check it? Have you given it your best?" This question galvanized me into action. Everything I touch has my name on it, so I made it my goal to make that name mean something. I must take ownership, develop a plan, take my time, question things that don't seem right, and give every task my best effort. Now, five years later, I teach these same principles to our new I-Reps. I can work confidently knowing that, when someone needs help with a project or report, a team member will be there to support them the Pacesetter Way. And my team can always count on me to do the right thing the first time. After all, "It is our choices . . . that show what we truly are, far more than our abilities." (JK Rowling).

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!

