



THE PACESETTER WAY Leadership Team Insights

Brought to you this week by Jake Otto, Credit Manager

SET AND ASK FOR EXPECTATIONS: Provide clarity and avoid misunderstanding by discussing expectations upfront. Establish mutually understood objectives for all projects, issues, and commitments. If a deadline is not given, ask for one.

Prior to the huddle, a vague email was sent out asking a few unsuspecting volunteers if they liked hot sauce. Several people responded yes. As they didn't know what they were getting themselves into, we explained this week's Pacesetter Way. Plates with Saltine crackers were brought out. Each plate had four crackers and each had a red spot on them. We randomly selected which crackers to eat first...

The first only had Frank's Red Hot sauce, not too bad.

The second was Williamson Brother's BBQ house hot sauce, pretty good flavor and a little heat.

The third was Tabasco's Chipotle Hot Sauce; that was a little hotter.

The final cracker had Dave's Insanity Sauce; the bottle reads "A great cooking ingredient for sauces, soups and stews. Also, strips waxed floors and removes driveway grease stains. Enjoy!" It did make a few volunteers start to sweat and turn red.

The Pacesetter Way is to ask for expectations if none are given. No one responded back asking any questions other than, "Sure, I like spicy food." We learned that if details are not given, don't be afraid to ask for them. When a client or coworker asks for information or a response but doesn't give a deadline, ask for one. This will prevent someone from not reaching or meeting a deadline due to lack of material. We can all help each other be prepared and ready for anything by making sure we know to what level we are expected to perform. Don't be afraid to ask; it could save more than your taste buds!

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!

