



THE PACESETTER WAY

Leadership Team Insights

PACESETTER
OUR PEOPLE, YOUR ADVANTAGE

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Be Quick to Ask and Slow to Judge

Asking questions leads to better understanding. Ask more, actively listen to the answers, and recognize that the quality of the answer is directly related to the quality of the question asked. Refrain from coming to a conclusion or judgment before enough information has been gathered or questions have been asked. Unnecessarily delaying decisions can create additional risk.

This simple fundamental is easy to understand at first glance, but often difficult to practice. There is often more story to any situation, but many times emotion gets in the way of doing what we know to be right, which is to get all the facts before acting on a situation.

Controlling emotion, learning to be patient, taking the extra time to get true context of a situation, these all take discipline and also deliberate effort.

Frequently our first instinct, to act on what we see in front of us, is hard to overcome and control. Looking back on sensitive situations, how many times have you regretted taking the time to gather facts and all perspectives, and not jump to immediate conclusions?

