



PACESETTER
OUR PEOPLE, YOUR ADVANTAGE

THE PACESETTER WAY

Leadership Team Insights

Brought to you this week by Janice Pyron,
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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.***

Have you ever had one of those days where you felt entirely too busy, yet at the end of the day, you still felt as though you had accomplished nothing? I've had that type of day more times than I'd like to admit. It usually consists of fixing prior mistakes or not prioritizing my week properly. Sometimes, we rush through our to-do lists just to check them off, without acknowledging that it takes even more time to fix the mistakes you created while rushing. Many times these mistakes consist of entry errors, and that is usually what people think of first. The part of this Pacesetter Way that resonates with me most is not "Do it Right The 1st Time," but "Do the Right Thing!"

Have you ever sent an email in an angry rage and later regretted it? Have you ever treated someone in a way that you would never want them to treat you? Have you ever carried on in unnecessary office gossip? Guilty as charged! When I think of doing the right thing, I not only think of doing my job to the utmost standard, but treating my Pacesetter family, customers and vendors with respect and integrity the 1st time. There have been one or two emails that I quickly hit 'send' on that I should have re-read or just not sent at all. It would have saved from miscommunication and hurt feelings. There have also been times I've said something about someone or to someone that was neither professional or productive. If I chose to think about how my words might impact someone else before saying them, I may have changed the course of someone's day into a positive one. These are all simple principles, and ones we have heard since grade school. "Treat people the way you want to be treated." "If you don't have anything nice to say, don't say it at all." No one is perfect, but we should all strive to do our best and be our best.

Let's face it, we all make mistakes. Nevertheless, it pays to slow down, re-read e-mails, think before we speak, consider those around us and do the right thing the first time. Be the BEST you!

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!

