



**PACESETTER**  
OUR PEOPLE. YOUR ADVANTAGE

# THE PACESETTER WAY

## Leadership Team Insights

Brought to you this week by Jennifer Burdette, Prepaint Account Manager

### Set and Ask for Expectations

*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.*

Good communication is essential to maintaining not only healthy relationships, but an efficient workplace. It can also apply to a lot of the day-to-day situations that we find ourselves in, or decisions that we need to make.

Whether you're at work or at home, It is nearly impossible for others to meet your expectations if you do not provide clarity as to what exactly you would like the outcome to be or look like.

Next time you find yourself in a situation at work or in your personal life, where you know being clear is crucial, consider the following points below. Who knows? They might help prevent possible misunderstandings down the line.

### Say Exactly What You Mean

Your audience cannot read your mind, so be clear and to the point. Don't cloud instructions or requests with irrelevant details. Try and be as direct as you can, while at the same time avoiding being unpleasant. Highlights or bullet points are sometimes helpful in getting points/instructions across.

### Consider Your Audience

What you say in your own department or to people you are around day in and day out may be clear to them because you are all immersed in the same dialogue. But, when you are speaking with someone who is not a part of these conversations, you might need to adjust your communication to get the point across clearly.

### Actively Listen

While you want to make sure your audience is listening, you also want to do the same. If your mind is divided between several different things, your instructions might not be as clear. And if you are less than fully engaged, chances are the person or people you are speaking with will be as well.

### Ask for a Playback

When you are expecting others to do something in response to your communication, ask them to play back what they will do. Be careful not to seem condescending, though. Simply let the individual know that you want to make sure that you're both in agreement on the next step.

### Choose the Right Medium

Depending on the situation and the point you are trying to get across, an e-mail, voicemail, group meeting or a one-on-one might be more appropriate. This decision can really make a huge difference in getting the results or outcome you desire.

At the end of the day, it truly pays off to be as clear and detailed as possible up front! It enables both parties to be on the same page and avoid stressful situations and lost time in the future.

*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!*

