

Career SoftSkill Essentials™

Dependability




Dependability

Section 1: Before You Begin

- 1. What work skills from this checklist do you have?
- _____ I keep a commitment for work tasks.
- _____ I inform supervisor in advance if a major problem occurs.
- _____ I do accurate work.
- _____ I complete tasks on or before the due date.
- _____ I get enough sleep and rest to report to work on time.
- _____ I have arrangements for alternative transportation and/or child care.



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- 2. Which of these skills would you like to improve or develop?
 - _____ Keeps a commitment for work tasks.
 - _____ Informs supervisor in advance if a major problem occurs.
 - _____ Does accurate work.
 - _____ Completes tasks on or before the due date.
 - _____ Gets enough sleep and rest to report to work on time.
 - _____ Has arrangements for alternative transportation and/or child care.³
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Dependability

Section 2: Information about Skills on Checklist

- **Employers expect you to be dependable. This soft skill is necessary to keep your job.**
- **You are dependable and accountable when your employer and coworkers can count on you to get the job done.**
- **Time management is an important part of dependability.**



Dependability

Keeps a Promise or Commitment for Work Tasks

This means that in the workplace:

- When you make a commitment, people rely on you to follow through.**
- If you do not keep your commitment, a coworker may have to complete your work which will create tension.**
- Keeping a promise or commitment shows honesty.**
- When you keep a promise or commitment, you have an essential career soft skill.**



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Informs My Supervisor in Advance if a Major Problem Occurs

This means that in the workplace:

- Let your supervisor/coworker know as soon as possible if you cannot complete a task because of a problem.**
- A supervisor/coworker can make work adjustments if you let them know in time about a problem.**
- When you inform your supervisor in advance of a major problem, you have an essential career soft skill.**



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Does Accurate Work

This means that in the workplace:

- You are paid to do your work correctly the first time.**
- Accurate work is a standard for business.**
- Inaccurate workers are not promoted.**
- When you do accurate work, you have an essential career soft skill.**



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Completes Tasks On or Before the Due Date

This means that in the workplace:

- Meeting due dates is a standard for business.
- Completing tasks after the due date is not an effective work habit.
- If you complete your work early, your employer notices your efficiency. This could lead to a job promotion.
- Meeting your deadline allows coworkers to meet their deadlines.
- When you complete tasks on time or before the due date, you have an essential career soft skill.



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Gets Enough Sleep and Rest to Report to Work

This means that in the workplace:

- Being alert and rested allows you to:
 - Meet due dates.
 - Have fewer accidents.
 - Make less mistakes.
 - Be a better team player.
 - Be healthier.
- When you get enough rest before you go to work, you have an essential career soft skill.



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Section 3: Scenario/Case Study

Tanya's daughter brought a note home from school telling about a class field trip. The teacher asked parents to attend as helpers.

Tanya's new work schedule was not posted for the date of the field trip. She knew she could take leave or switch workdays. So Tanya wrote a note to the teacher saying she would go.

Tanya forgot to ask her supervisor for the day off. When the week's schedule was posted, she had to work the day of the field trip.



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Section 3: Scenario/Case Study

Tanya knew she needed to take action. She thought of several choices:

- Call work, say she was sick, and go on the field trip.**
- Write or call the teacher and explain that she would not attend the field trip because of her work schedule.**
- Talk to her supervisor to see if someone could swap the day off with her.**
- Not show up for the field trip and go to work.**



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Section 4: Applying What You Know

1. What skills does Tanya need to develop?

_____ Keeps a commitment.

_____ Informs supervisor if a major problem occurs.

_____ Does accurate work.

_____ Completes tasks on or before the due date.

_____ Gets enough sleep and rest to report to work on time.

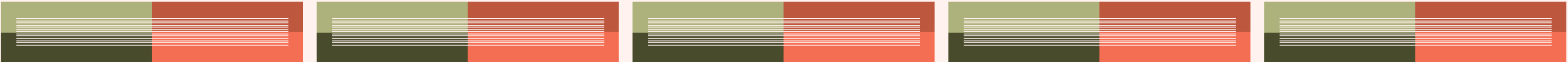
_____ Has arrangements for alternative transportation and/or child care.



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Section 4: Applying What You Know

2. **Some of the actions Tanya can take are more responsible than others. Using the workplace skills checklist, answer the following questions:**
 - **Which choices show dependability?**
 - **How could this situation have been avoided?**
 - **How should she handle this situation now?**



Dependability

Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Dependability soft skill module.



Dependability

Section 5: Skill Review continued

The following ways show dependability:

- Keep a commitment.
- Inform my supervisor if a major problem occurs.
- Do accurate work.
- Complete tasks on or before the due date.
- Get enough sleep and rest to report to work on time.
- Make arrangements for alternative transportation and/or child care.