

## OVERVIEW

# Reliability

This fundamental Experience focuses on reliability — the quality of being trustworthy or performing well consistently. When you are reliable, people know they can depend on you. This trait is important in school and work, as well as your personal life!

Three Essential Elements support and form Reliability, all of which are associated with the “Personal Skills” component of the SkillsUSA Framework.

- **Integrity:** Having integrity means you do what you say you are going to do, even when no one is watching. You demonstrate honesty; exhibit ethical, authentic behavior; and accept responsibility for your actions.
- **Professionalism:** Having professionalism means showing loyalty, self-confidence, maturity and a positive image — and behaving in line with the standards of your workplace.
- **Responsibility:** Being responsible means you are dependable; you follow through on your commitments. You are reliable and consistent, and you show personal and financial well-being.

## Sharing Information and Seeking Feedback

Many businesses would not survive or thrive without feedback. When customers buy your product or service, it validates that you created something that is needed, useful, admired or interesting. Sharing work or ideas and asking for feedback can be rewarding, even though it can be uncomfortable sometimes. Seeking feedback and applying it to your work is an important skill to have as a student — and it is an invaluable skill to have as an employee! Feedback can boost your personal and professional development and give you the validation you need to continuously improve in your career.

Throughout the fundamental Experiences, you will often be instructed to seek (and sometimes provide) feedback. In addition, you will often be provided feedback by your instructor and peers. Here are some things to keep in mind as you practice seeking and providing feedback:

First, when you want to ask for feedback from your teacher, peers, internship director or manager, focus on three key questions:

1. What should I **stop** doing?
2. What should I **keep** doing?
3. What should I **start** doing?

These questions are known as the “SKS” process — a reassuring, focused and action-oriented way to give and request helpful, specific feedback. It is a great framework for sharing something meaningful and seeking feedback at school or work or with family or friends!

Second, once we receive feedback, it is our responsibility to reflect on it and implement it in a way that will cause us to better engage as a professional.

Third, sometimes your peers, teachers or co-workers might ask you for feedback on their work, ideas or challenging situations. Use the SKS process to provide thoughtful information that will help them improve their reliability.

## Student Character Profiles

As you work through the activities and e-learning modules for all the fundamental Experiences, you will meet and work with student characters who are exploring career options and preparing for different occupations. For the Reliability Experience, you will work with Meredith.

Name	Photo	Description
Meredith		Meredith works part time at a smoothie café. She recently obtained her work permit and food handlers card, and she plans to have a career in the culinary industry.

## Essential Question

The question you should be able to answer after completing the Reliability Experience is:  
“What can I do so others know they can count on me?”

## Project Produced for the Reliability Experience

You will create a video that articulates how and why others can count on you. You will learn information throughout the Experience to help you create the video. The video should:

- Consider and answer the Essential Question for this Experience.
- Include an example of at least one situation in which you demonstrated reliability.
- Incorporate all three Essential Elements.
- Include a description of the positive outcome(s) of being reliable.

## Competencies

### **Essential Element 1.A: Integrity (Personal Skills)**

- Consider and identify the ethical implications of decisions on personal reputation.
- Accept responsibility for personal actions.
- Admit mistakes and take steps to correct them.
- Demonstrate honesty.
- Follow through on commitments.

- Trust others.
- Demonstrate behaviors that cause others to trust you.
- Demonstrate self-accountability.
- Hold others accountable.
- Model respect for others.
- Develop respect between others.
- Make ethical, values-based decisions.






### ***Essential Element 1.B: Responsibility (Personal Skills)***

- Recognize the factors that contribute to a problem faced in the workplace.
- Generate more than one viable potential solution to an identified problem.
- Complete tasks on time with minimal supervision.
- Demonstrate initiative and self-discipline to complete tasks without being told.
- Complete assignments at a high degree of quality.
- Accept responsibility for mistakes or incomplete work.
- Analyze personal ability to make a commitment consistently.
- Follow through on commitments made.

### ***Essential Element 1.C: Professionalism (Personal Skills)***

- Dress appropriately and professionally, as expected by specific work situations.
- Monitor personal language and actions.
- Demonstrate behavior that is appropriate for a given situation.
- Model appropriate behavior and etiquette in all settings.
- Create a respectful and safe culture for others.
- Refrain from participating in gossip and rumors.
- Confront individuals who spread gossip or rumors.
- Demonstrate professional behavior that meets the expectations and needs of a particular situation.
- Pay attention to details when projecting a self-image through attire, work produced and interactions with others.
- Demonstrate enthusiasm to learn to inform choices.
- Demonstrate trustworthiness.
- Arrive on time.
- Complete work tasks efficiently and effectively.



## Experience Map

-  Pre-test: Reliability (10 min)
-  Reliability Kickoff Presentation (30 min)
-  Overview: Reliability (5 min)
-  Career Exploration (5 min)
-  How Reliable Are You? (30 min)

-  TEST
-  PRESENTATION
-  MODULE
-  ACTIVITY



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### Essential Element 1.A: Integrity

-  Reliability and Integrity (10 min)
-  Perspectives Interview (60 min)



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### Essential Element 1.B: Responsibility

-  Reliability and Responsibility (15 min)
-  Demonstrating Responsibility (20 min)





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### Essential Element 1.C: Professionalism

-  Reliability and Professionalism (10 min)
-  Personal Code of Conduct (60 min)

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### All Three Essential Elements

-  Improving Personal Responsibility (15 min)
  -  Being Accountable to Others (60 min)
  -  Personal Reliability Action Plan (20 min)
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-  Post-test: Reliability (10 min)