



BEING RELIABLE

Employers want staff who are reliable and will show loyalty to the company and team members. But being consistent, dependable and reliable isn't easy and what happens when we slip up? This Challenge will help you think about reliability and loyalty and why they matter.

1 Why is reliability important?

- ✓ What things come to mind when you think of reliability?

- ✓ Name one product which you would buy because of its reputation for reliability?

2 In pairs discuss the following:

You are the owner of a restaurant and have to appoint a new chef. You get two applicants with two different references from previous jobs.

The first chef (A) reference says he is an excellent chef but cannot be relied on to come to work on time nor cook the menu given to him without some sort of fuss.

The other chef (B) is not as good but is consistent, reliable and takes orders and has a good track record from previous restaurants he's worked at.



Which one are you going to hire?

Why?

Why is being reliable such an important quality?

3 LOYALTY AND RELIABILITY

Reliable and loyalty are connected. For example we are more likely to be loyal to a company if its service is reliable. Think about our loyalty to a football team, a particular product or store. Why are loyalty cards such an important part of shopping these days?



Why do stores reward customer who are loyal?

How do companies lose loyal customers?

How do you score with your loyalty and reliability with:

| | | | |
|----------------|--------|-----------|--------|
| Family | 0..... | 10 | Strong |
| Friends | 0..... | 10 | Strong |
| School | 0..... | 10 | Strong |

Give yourself a score out of 10

Compare your answers with a friend.

- Why are you more loyal to some things and people than others?
- What do you think makes someone a reliable and loyal person?

4 In the army loyalty and reliability are highly valued.

Imagine the following;



You are on patrol in a war zone when you come under attack.

One of your colleagues is shot and badly wounded.

Do you go back for him or not?

Could he be relied on to do the same for you?

In what other jobs do you have to show tremendous reliability and loyalty?

5 In work you can show disloyalty to your team in many ways:

- Letting colleagues down by being late for your shift.
- Spreading rumors about staff.
- Letting customers down.
- Stealing from your place of work.
- Being two faced about someone with your boss.
- Sharing sensitive company information to others.

It's obvious to say this, but being disloyal in a work team can cause real problems and in some cases could cost you your job!

6 What do you do when your boss was relying on you and you slipped up and made a mistake?



Recognise that everyone makes mistakes and be quick to admit fully that you slipped up.

Try to apologize as soon as you can, be sincere, explain what happened without giving excuses.

Try to show that you have learnt from this mistake and it won't happen again.

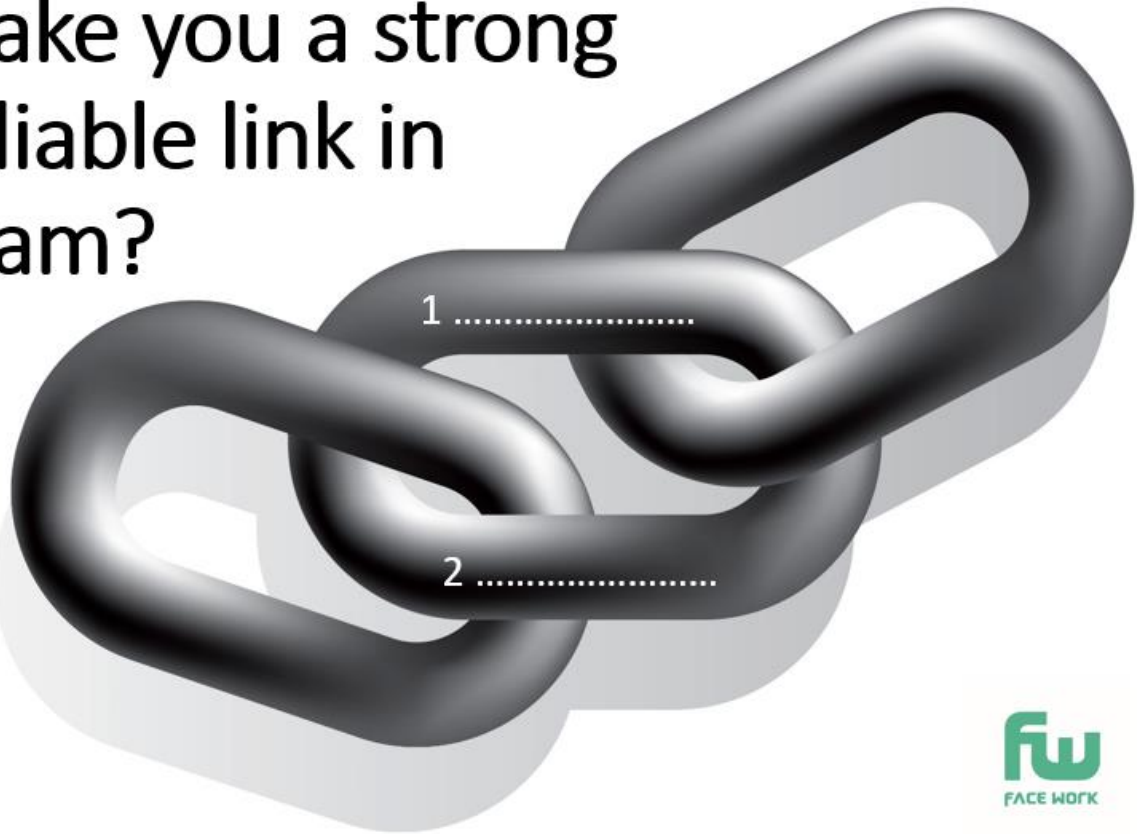
If the person who you disappointed is a customer talk to your boss about how you can personally make it up to them by sending a letter or gift voucher. Often customers had a bad experience but were treated well turn out to be very loyal customers because they valued the sincerity of your apology.

7 **Exercise.** In the next week interview 2 adults who are working and ask them to tell you a time when they

- Made a mistake at work
- What they did to recover from making the mistake
- What did they learn from the mistake?

8 What makes you a special reliable person ?

What 2 special qualities make you a strong reliable link in team?



**REBOOT
YOUR
DRIVE**



Is there anything you've learnt from this Challenge which will help you "reboot" your drive to be a good reliable team worker?

How can you start showing greater reliability now?

- To your mates?
- To your family?
- To your school?