

reliability

the quality of being trustworthy or of performing consistently well

Reliability is essential to employee performance. Reliability consists of the extent to which an individual may be counted on to do what is expected of her. For example, a reliable employee is one who shows up for work on time and is prepared to complete her work in a timely manner. A reliable worker does what she says she will do.

The reliability of individual workers has a tremendous impact on the performance of the individual employee as well as those she works with. An unreliable employee is one who has proven consistently that she cannot be depended on to show up for work on time, meet deadlines or contribute an acceptable work product. The performance of a reliable worker may be degraded by the influence of an unreliable worker. For example, if one worker's performance relies on maintaining access to accurate and timely information that is provided by an unreliable worker, the first employee's performance will be impacted through no fault of her own.

Reliability isn't just about finishing what you've been told to do in a timely manner. More often than not, it also refers to your ability to manage your workload and **know when to say no or when to ask for help**. It means that both the team and your manager can rely on you to manage your workload and deliver for the business to the best of your ability. Proving yourself reliable takes time. However, the conditions have never been better to demonstrate to your employer that you can work independently as well as a part of a team and deliver to a high standard.

6 Ways to Become the Most Reliable Person in the Room The three R's of winning teams are Reliable Results and Relationships. But a reliable team is built on reliable players. Here are eight ways to help you become one of them:

Respect Time, Yours and Others' If you tell someone you can show up at a certain time, you have made a promise. Being on time shows others that you are a person of your word. When late, you are saying, "My time is more valuable than your time."

Manage Commitments Being reliable does not mean saying yes to everyone. On the contrary, reliable people use discretion when they make promises to others. However, most people tend to slip on their commitments because they overestimate their available free time and want to please others.

Proactively Communicate Avoid surprises. If you make a promise that you can't meet because of truly terrible and unforeseen circumstances, let the person know as soon as possible. Bite the bullet and do not wait until the last minute to tell him or her that you cannot do it. If you are late, call ahead to let the person know when you can meet instead of letting the person wonder where you are. Respond to inquiries and emails within 24 to 48 hours, even if it's just to say "I got it and will get back to you by next week." When you use excuses and simply do not let the other party know your status, you are basically saying, "You are not important to me."

Start and Finish Initiative and closure are the bookends of reliability and success. The best way to finish strong is to start strong. Keeping your word or simply doing the right thing is rarely convenient, **so reliable people let their actions rise above their excuses.**

Excel Daily Implement daily disciplines to sharpen your focus, and strive for everyday excellence. Excellence does not equal perfection. It is doing the very best you can at that moment and always looking for ways to improve the next time. A task worth doing is worth doing well, regardless of how rewarding and important or menial or mindless. The person who takes pride in his or her work, whatever it is, moves ahead; she who cannot be trusted with little things will not be trusted with big things. The reliable person chooses to focus on what he or she can control and to excel regardless of circumstances.

Be Truthful *Be full of truth - Tell the full truth.* Deceiving others is not simply a matter of lying, cheating, and stealing. It can be in a look or a gesture. We can tell a lie by omission or when we pass along gossip. Anything that leads people to believe something that isn't true is dishonest. Does everything you use to communicate tell the full truth? If not, you are a source of unreliable information.

Take a baby step by focusing on just one action, and create a habit. You will become more reliable each day, and soon you will be the most reliable person in the room.



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