dependability
the quality of being trustworthy and reliable

Dependability is a valuable soft skill to possess. Being dependable means that you do what you say you will, when you say you will. You can be trusted to complete any task, and you will do it well.

Dependability is the quality that lets people know that you will do what you said you would do, when you said you will do it, and you will do it to the best of your ability – each and every time. If you are dependable *sometimes*, then the real truth is that you are *not fully dependable*, because consistency is a vital component of dependability.

A dependable employee not only shows up for work on time every day but also produces consistent work and can apply company policies and business strategies equally to each task and assignment. He or she makes commitments, delivers on time and follow-up on what has been done.

How do you demonstrate dependability in the workplace?

1. **Do what you say you will do.** If you make a commitment, live up to it.
2. **Be timely.** When you show up on time, you tend to show people that you care and are committed; but in addition to clocking in on time, dependable employees arrive ready to work immediately.
3. **Be responsive.** When you are dependable, you respond to requests and you take the initiative. Dependable employees do not waste time waiting to be micromanaged, they know what they need to do, formulate a plan and get ready to work on it. If something goes wrong, they diagnose the issue and do everything in their power to fix it as quickly as possible without wasting resources or time.
4. **Be organized.** Creating order, establishing systems and developing project plans alleviates problems such as misplaced files, missed meetings, lost opportunities and overdue bills.
5. **Meet the deadlines.** Getting your work done on time is a careful balance of time management, proper planning, focus and commitment, all of them are reflective of dependability.
6. **Be accountable.** If you want to be trusted by people, you need to take responsibility for what you say and do.
7. **Follow up.** Sending your team notes from a meeting, sending a gift card to a special client and coming through with information your colleague needed are ways you earn a reputation for being dependable.
8. **Teamwork.** An employer needs to count on employees not only to help customers but also to help each other. Dependable employees are tremendous assets when it comes to training new employees the right way.
9. **Be consistent.** When you speak and behave with consistency, you become someone others can depend upon.