

# Responsibility

## Personal Qualities Development System

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Once you have completed the Workforce Readiness Skills Assessment and have had a chance to review your score, you have quite an advantage over others who may not be as aware of their Personal Qualities strengths and areas that need improvement. The next step is to work on the skills that need improving. By working on these soft skills, you will be better prepared to obtain and/or maintain employment.

The nature of soft skills is that they touch every aspect of your life. The need to grow in different soft skill areas will vary for each individual. This training is for YOU, it's about YOU, and YOU are the only person that can decide how valuable it is to YOU. You must decide how it can apply to your daily behavior and all aspects of your life – education, employment, friends and family, and how to balance the priorities of your life.

Your role in this training is to be a full and active participant in the discussion and exercises included in the material. If you are able to change or modify your actions and reactions based on this training, how might it make a positive difference to you and to those around you?

The concept of Personal Qualities Development System (PQDS) is to focus training on six soft skill areas (or competencies). They are:

- **Responsibility:** Balancing work and family, resolving issues/problems, follow-through, taking initiative, and completing tasks.
- **Integrity:** Demonstrating honesty, doing the right thing, and reminding others of proper behavior.
- **Self-Esteem:** Accepting feedback, willingness to learn, and recognizing limits/asking for help.
- **Self-Management:** Being aware of authority, taking ownership, completing tasks, and listening.
- **Sociability:** Getting along with others, practicing open and honest communication, and balancing work needs with interpersonal relations.
- **Preparing For The Future:** Preparing for “What If?” completing long-term planning for your future, and identifying resources needed to achieve those plans.

Every individual has soft skill areas in which they need to grow. It's not “if”, it's “what areas, how to grow, and when you will apply this training.” For you, this PQDS training can be your time and place. Take full advantage of this opportunity. Take the discussions and exercises seriously. Learn from other participants and your trainer. Soft skills alone will not ensure a better future – but growth in soft skills can give you improved opportunities for a better future.

Welcome to PQDS and to your growth opportunity!

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**D**efinition of Acting Responsibly: You work hard to do your job the best that it can be done; you pay attention to details and concentrate even when doing things you don't like; you always try to be on time for work; you do your work with a positive attitude.

- 1.1 Balancing Work and Family
- 1.2 Resolving Problems and Issues
- 1.3 Following through on tasks
- 1.4 Taking Initiative
- 1.5 Completing Tasks

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## 1.1 Balancing Work and Family

### Acting Responsibly

Describe what you think acting responsibly means. Capture your ideas on a flipchart. There are no right or wrong answers. Your trainer will refer back to these throughout this module.

### Category Activity

On flipchart paper, write the following headings, one per paper: Work, Family, Personal, and Social. Use sticky notes and markers. Write down some of the big responsibilities you have, one per sticky note. Start with examples like day care or taking care of an ailing mother. You do not need to share personal information, just general responsibilities. Take a few minutes to generate as many as you can. Place each sticky note on the flipchart where you think it fits best. One of the objectives of this course is to learn to better juggle these responsibilities, the resources available, and ways to deal with feelings of being overwhelmed. You will identify ways to balance these responsibilities in this class today.

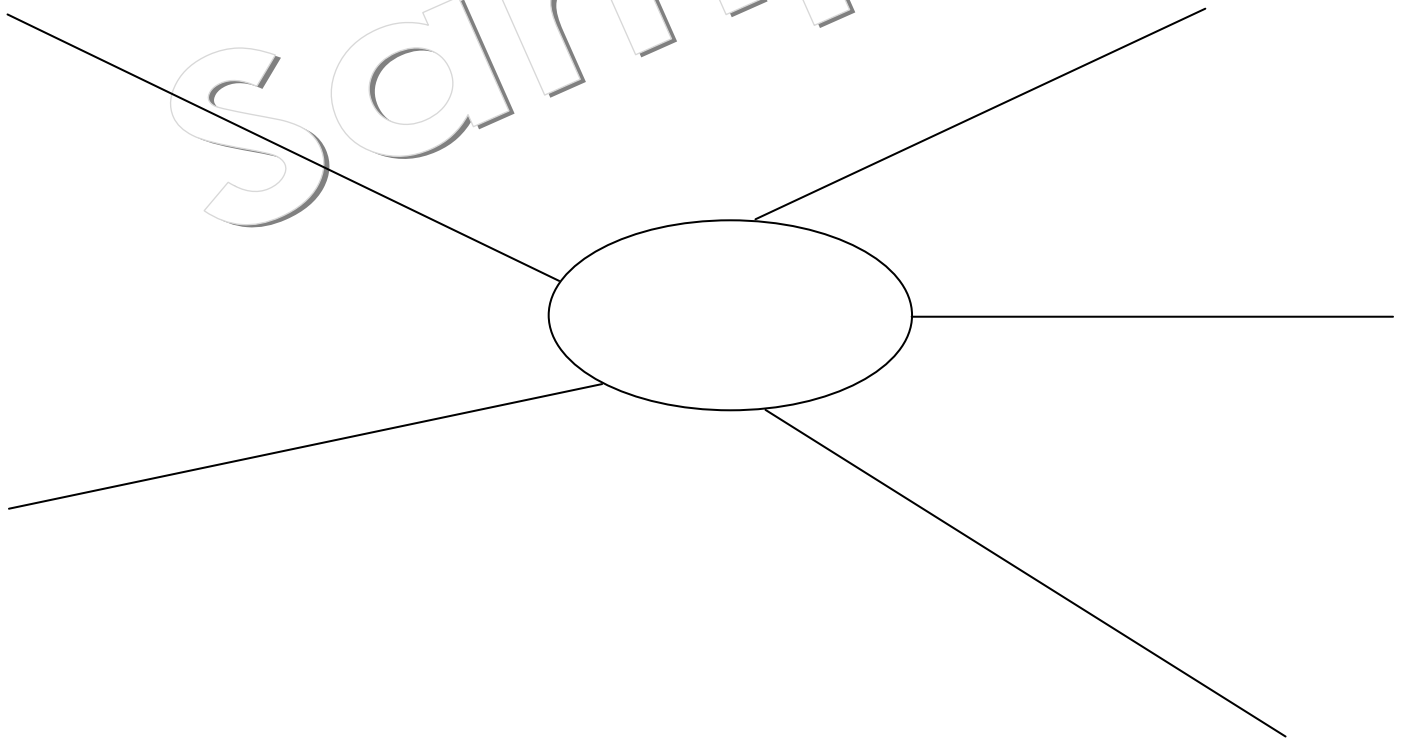
### Mind Mapping Activity

Read the Mind Mapping Directions below. Your trainer will explain this activity to you. Write the words Acting Responsibly in the oval. Next, draw a line from the oval and label it Balancing Work and Family. This is another way to help you remember what you are learning in this class.

## Mind Mapping Activity

To make notes on a subject using a Mind Map, draw it in the following way:

1. Turn your paper to "landscape" view. Write the title of the subject you're exploring in the center of the page, and draw a circle around it.
2. As you come across major subdivisions or subheadings of the topic (or important facts that relate to the subject) draw lines out from this circle. Label these lines with these subdivisions or subheadings.
3. As you "burrow" into the subject and uncover another level of information (further subheadings, or individual facts) belonging to the subheadings above, draw these as lines linked to the subheading lines.
4. Finally, for individual facts or ideas, draw lines out from the appropriate heading line and label them.



## Out of Balance Scenarios

Your trainer will explain the Out of Balance Scenarios activity. In small groups, identify what makes these scenarios “out of balance,” and discuss what you could do to bring them back into balance. Write your thoughts on a flipchart. Have one person from your group report back to the large group.

### **Scenario One:**

Judy works as a receptionist at an insurance company. She answers the phone all day and transfers calls to the appropriate department. It is important that she be available to answer the customers' calls. Her 13 and 15 year-old children are calling her a lot with questions about what they can and cannot do all day. They also call to tattle when they disagree with each other.

### **Scenario Two**

You are a customer service worker at McDonalds. You work the lunch shift and must be at work on time. Your car keeps breaking down and you were late twice this month due to car problems.

### **Scenario Three**

You are an attendant at a gas station. You start very early, before your children go off to school. You have hired a high school student to get them off to school. You have been late a couple of times this month because the babysitter did not show up to watch your children.

### **Scenario Four**

Both you and your husband work at a local engine plant. You work the night shift, 11pm-7am, and your husband works the day shift, 7am to 3pm. Your children are old enough to stay home for short periods of time while you get to work on time and your husband gets home, but both of you have been asked to work overtime. You really need the money and don't want to turn work down but no one would be home to get the kids off to school.

### **Scenario Five**

Your spouse has been laid off from work for six months. You have found a job as a customer service representative at a local retail store. You love your work, but it is hard work and you are exhausted at night. Your spouse is depressed about not working and does nothing around the house. You have to make dinner, help the kids with homework, and clean up at night. You are not sure how long you can operate at this pace.

## Time Log Activity

Your trainer will explain the time logs activity. You will be asked to keep track of how you spend your time for at least three days. You will be asked to set up a time to meet with your coach to discuss areas that may be “out of balance” and can ask for help in making changes. You will be discussing this activity during the next class.

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## Time Log

Time of Day	Activity Description	Duration	Value High, Medium, Low

## Journal Activity

You will be asked to complete many journaling activities throughout this class. You will have specific activities to complete but are also encouraged to jot down thoughts, questions, and learnings throughout the program to help you better remember what you have learned. You are to note examples of others at work or home performing the task of acting responsibly.

Also write down examples of others not acting responsibly. Note examples outside of work when people are and are not acting responsibly and why. Be prepared to discuss your findings the next class.

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