



MODULE 1

Personal Effectiveness, Reliability & Resilience

“Being Someone the Crew Can Count On”

Adapted from the “Journey Up: Workforce Foundations” Learner Workbook (WF-1.0-RC1) — Journey Forward Life Skills Curriculum.



The Foundation for Everything Else

- ✓ Employers rank reliability above raw technical skill.
- ✓ Later modules assume you show up, ready.
- ✓ Weak habits here undermine every future lesson.
- ✓ By the end: you'll demonstrate, not just describe, reliability.



LESSON 1

Work Values & Behaviors

THE HOOK & CONCEPT

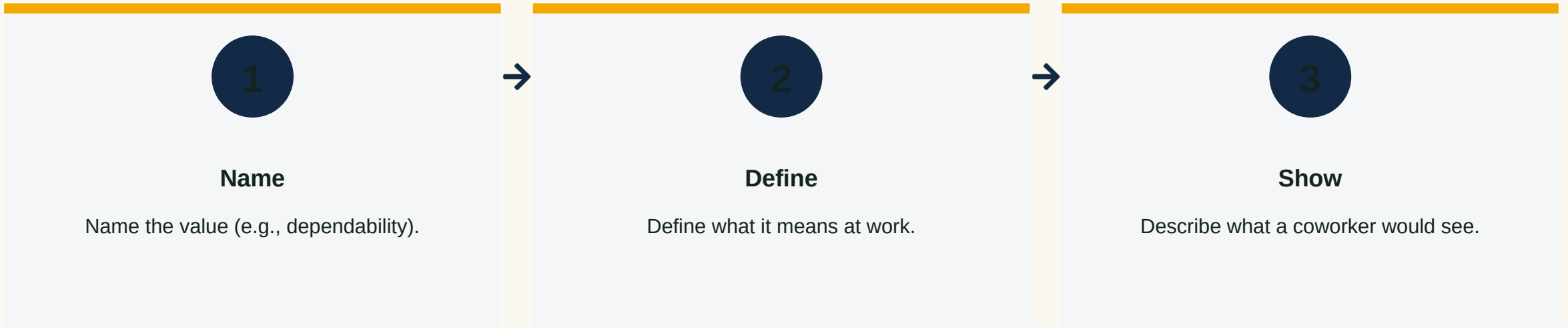
Values Only Count If Someone Can See Them

- ✓ A value is a belief; a behavior is proof.
- ✓ “Integrity” means nothing without an observable action.
- ✓ Supervisors judge behavior, not intentions.
- ✓ Today: turn 5 personal values into visible actions.



The Three-Part Translation

DEEP DIVE & FRAMEWORK





Worked Example: Turning “Integrity” Into Action

PRACTICAL APPLICATION / EXAMPLE

Value:	Integrity
At work, this means:	Reporting hours accurately
Someone could see this when:	I log breaks honestly

Your turn: complete this for all 5 of your chosen values.



LESSON 1 RECAP

Work Values & Behaviors

KEY TAKEAWAYS



A value only matters if it's observable.



Specific behaviors build trust faster than promises.



QUICK KNOWLEDGE CHECK

Which value is hardest for you to show consistently?

Exercise: Write one behavior a stranger could witness today that proves one of your five values.



LESSON 2

Reliability Self-Check

How Reliable Are You, Honestly?

- ✓ Reliability isn't one trait — it's ten habits.
- ✓ Employers track attendance, follow-through, and honesty.
- ✓ Self-awareness is step one toward improvement.
- ✓ Today: build your honest reliability baseline.

THE HOOK & CONCEPT



Rate Yourself Honestly: Ten Behaviors

DEEP DIVE & FRAMEWORK

1

Show Up

Attendance, punctuality, preparation.



2

Follow Through

Instructions, assignments, delays.



3

Own It

Accepting correction, asking for help, owning mistakes.



Example: One Weak Habit, Ripple Effects

PRACTICAL APPLICATION / EXAMPLE

Weakest habit:	Communicating delays
Result:	Missed calls when running late
Fix:	Text supervisor the moment a delay starts

Now rate your own weakest behavior the same way.



LESSON 2 RECAP

Reliability Self-Check

KEY TAKEAWAYS



Reliability breaks into ten trackable habits.



Fixing one weak habit often improves several others.



QUICK KNOWLEDGE CHECK

Which behavior most affects the others?

Exercise: Name your #1 target habit to improve this month.



LESSON 3

Workday Readiness Planner

Stop Leaving Your Morning to Chance

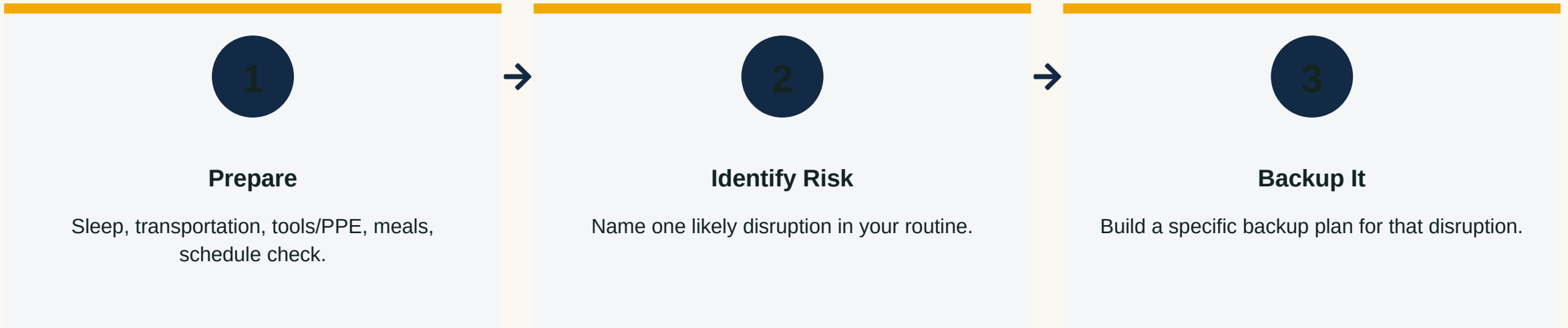
- ✓ Late mornings usually trace to missing routines.
- ✓ A repeatable pre-shift routine prevents most disruptions.
- ✓ Real jobs punish unpredictability, not just lateness.
- ✓ Today: design your personal workday-readiness routine.

THE HOOK & CONCEPT



Map Your Pre-Shift Routine

DEEP DIVE & FRAMEWORK





Case Study: Car Won't Start

PRACTICAL APPLICATION / EXAMPLE

Disruption:	Primary vehicle fails to start
Backup:	Rideshare app + coworker's number saved
Result:	Still arrives on time, no drama

Now write your own likely disruption and backup plan.



LESSON 3 RECAP

Workday Readiness Planner

KEY TAKEAWAYS



A routine removes decisions from stressful mornings.



Every routine needs one backup plan, minimum.



QUICK KNOWLEDGE CHECK

What's your single weakest routine link?

Exercise: Write the backup plan for your weakest link right now.



LESSON 4

Work Response Log & the PAUSE Method

THE HOOK & CONCEPT

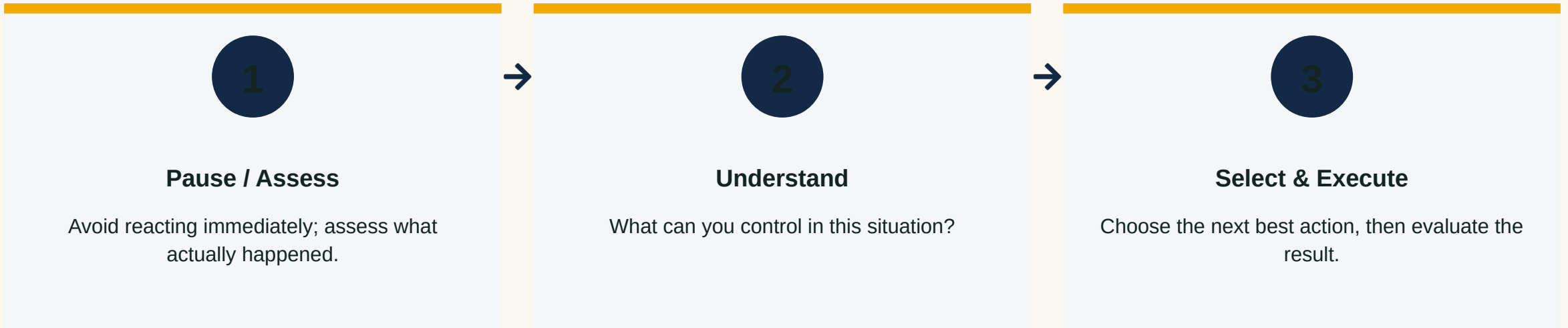
What Happens When Things Go Wrong Anyway?

- ✓ Preparation reduces problems — it doesn't eliminate them.
- ✓ Your first reaction under stress isn't always your best.
- ✓ Employers remember how you handled friction, not just outcomes.
- ✓ Today: learn the PAUSE method for stressful moments.



P-A-U-S-E: Five Steps Under Pressure

DEEP DIVE & FRAMEWORK





Scenario: Harsh Correction From a Supervisor

PRACTICAL APPLICATION / EXAMPLE

Impulse:	Snap back defensively
PAUSE applied:	Breathe, assess facts, ask a question
Professional response:	“Got it — I’ll fix it now.”

Now log your own real or simulated situation using PAUSE.



LESSON 4 RECAP

Work Response Log & the PAUSE Method

KEY TAKEAWAYS



PAUSE turns a reaction into a decision.



You control your response, not others' behavior.



QUICK KNOWLEDGE CHECK

What's your personal early-warning sign of rising stress?

Exercise: Practice one PAUSE step before your next shift.



LESSON 5

Feedback-to-Action

Feedback Isn't an Attack — It's Data

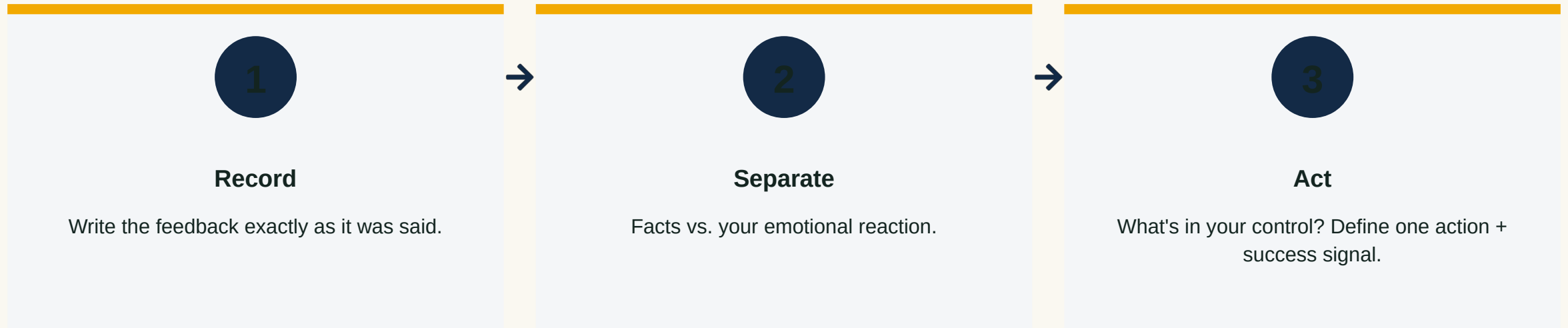
- ✓ Most people react emotionally to feedback first.
- ✓ Facts and feelings are two separate things.
- ✓ Reliable workers extract the fact, skip the sting.
- ✓ Today: convert feedback into one concrete action.

THE HOOK & CONCEPT



Four Steps From Feedback to Fix

DEEP DIVE & FRAMEWORK





Worked Example: From Feedback to Action

PRACTICAL APPLICATION / EXAMPLE

Feedback received:	“Your reports are always late.”
Fact:	2 of last 5 reports were late
My next action:	Set a reminder 1 hour early

Write your own real feedback example using all four fields.



LESSON 5 RECAP

Feedback-to-Action

KEY TAKEAWAYS



Separate the fact from the feeling first.



One specific action beats a vague promise to improve.



QUICK KNOWLEDGE CHECK

What's a “fact” versus an “assumption” in your example?

Exercise: Write your next action and how you'll know it's fixed.



LESSON 6

Reliability in Action (Capstone)

Time to Prove It, Not Just Describe It

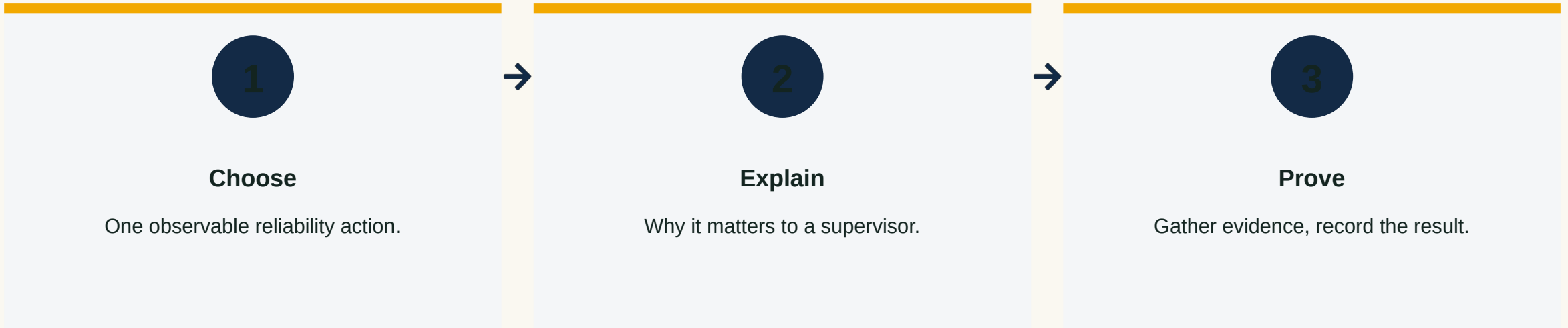
- ✓ You've learned values, habits, routines, **PAUSE**, and feedback.
- ✓ Now: demonstrate one behavior in the real world.
- ✓ Employers believe evidence, not self-description.
- ✓ Today: commit to one observable action within 48 hours.

THE HOOK & CONCEPT



Four Fields to Complete

DEEP DIVE & FRAMEWORK





Sample: Punctuality Demonstration

PRACTICAL APPLICATION / EXAMPLE

Action:	Arrive 15 minutes early, three days straight
Evidence:	Supervisor's sign-in log, three dates
Result:	Praised in team huddle; will keep habit

Now draft your own commitment for the next 48 hours.



LESSON 6 RECAP

Reliability in Action (Capstone)

KEY TAKEAWAYS



Evidence proves reliability better than words do.



Small, consistent actions build long-term trust.



QUICK KNOWLEDGE CHECK

What evidence would convince a supervisor?

Exercise: Name the one habit you'll keep practicing after this module.



What You Built in Module 1

- ✓ Values translated into five observable behaviors.
- ✓ An honest reliability baseline across ten habits.
- ✓ A workday routine with a real backup plan.
- ✓ PAUSE, feedback-to-action, and one proven demonstration.



Next: Jobsite Communication, Teamwork & Conflict

- ✓ Reliability gets you noticed; communication gets you trusted.
- ✓ You'll learn to receive, confirm, and report instructions.
- ✓ Handoffs, status updates, and resolving routine conflict.
- ✓ Same structure: learn, practice, demonstrate, apply.