

# Being Confident & Competent Worksheet

You will use this worksheet for both Part 1 and Part 2 of this lesson.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Section 1

Arriving Early. Think through your morning routine and write each action you take and approximately how much time you spend doing each one in the spaces provided below:

What time do you get out of bed to start your day? \_\_\_\_\_ a.m.

Action:	Time Spent:	Action:	Time Spent:
<i>shower, coffee, etc...</i>	<i>10 minutes</i>	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

How does arriving late affect your co-workers and customers?

\_\_\_\_\_

\_\_\_\_\_

Review the routine you've written and identify any improvements you can make to help you arrive early. Often just getting out of bed earlier is all it takes!

### Section 2

In order to work independently, you need the whole picture. To get the whole picture, ask all the "W" questions before you leave for the job site. Answer the questions below for the next repair you need to make.

#### WHO

*is the customer. Is there anything unique you should know?*

#### WHY

*do you think this machine is having this issue?*

#### WHAT

*issue has the customer reported? What tools/parts do you need?*

#### HOW

*will you troubleshoot the issue or approach the repair?*

#### WHERE

*is the machine? Is it in a safe location?*

#### WHEN

*will the parts you need be available?*

*This template is available as a Job Aid download under the lesson.*

### Section 3

Closing the loop. Think about everything you need to communicate to your supervisor, the customer, etc. after you've wrapped up an on-site visit and complete the matrix below:

List everything you need to communicate after a site visit in the rows below:	How or to whom you need to communicate each item you've listed in the left column?	What is the impact if you don't communicate each of these things?
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____