

Week 4 – Brainstorm on how to become more reliable

To be reliable means to deliver on promises.

Who: team members or employees with similar jobs

Time: 20 minutes

Required: handout “[3Rs of Whistler’s Service Solution](#)”

Exercise:

- Review the 3R handout. Focus on reliability.
- Brainstorm with your team how to become more reliable.
(Depending on the team’s size you may ask everybody to write down a couple of ideas or to brainstorm with a partner first.)
- Ask for the best ideas and list them.
- Choose **the top 3 actions** that you will implement to become more **reliable**.

Top 3 ideas:

Tip

If you want your employees to remember the 3Rs and TOFU, incorporate the terms into daily conversations and feedback to employees.

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