# Program Information

## Lesson:

### *Employability Skills: Personal Qualities*

## Training:

## Fiber Optic

## Time frame:

### 60 minutes

# Instruction Section

## Learning Objectives:

# Demonstrate the personal quality skills needed in a fiber optic technician role, including responsibility, self-discipline, adaptability, independence, willingness to learn, professionalism, initiative, positive attitude, and self-worth

# Navigate unexpected challenges through scenarios where unexpected challenges arise during fiber installations, requiring quick adjustments and problem-solving.

# Demonstrate proactive steps to address problems and make decisions without waiting for instructions, showcasing their initiative and independence.

# Maintain professionalism and a positive attitude even in challenging or stressful work scenarios, showcasing resilience and adaptability.

## Assessment Tools/Methods:

# Gather feedback from participants on the effectiveness of the session in enhancing their personal qualities and professional development.

# Provide verbal or written feedback to individual participants or groups, highlighting strengths, areas for improvement, and specific examples of effective personal qualities demonstrated during the lesson.

## Learner Prior Knowledge:

# Basic Understanding of the Fiber Optic Technician Role: Participants should have a general understanding of what a fiber optic technician does, including common tasks such as cable installation, testing, and troubleshooting. Awareness of the work environment (e.g., outdoor installations, client interactions, safety requirements) will help them contextualize the need for personal quality skills in their daily work

# Familiarity with Workplace Expectations: Participants should understand basic workplace expectations such as the importance of professionalism, collaboration, and communication. This may include understanding the need to work as part of a team, meet deadlines, and adhere to company standards.

# Safety Awareness: asic knowledge of safety protocols when working with fiber optic cables, tools, and equipment. This will help participants understand why qualities like self-discipline and responsibility are vital to maintaining safety on the job.

# Previous Experience in a Work Environment (Optional): While not required, any prior work experience—whether in a technical or non-technical field—can help participants relate the personal quality skills to their past roles and work behavior.

## Instructional Activities:

# Briefly introduce the lesson, explaining that personal qualities are just as important as technical skills for success as a fiber optic technician.

# Activity 1: Understanding Personal Qualities

# Begin by listing the following personal quality skills for the participants (note: a definition is given for instructor use):

# Responsibility: The importance of taking ownership of tasks, being accountable for work quality, and meeting deadlines.

# Self-discipline: Staying focused and adhering to safety and work standards is crucial in a technical environment.

# Adaptability: How technology and work environments are always changing and the need for flexibility in learning new systems and solving unexpected issues.

# Independence: Working independently on tasks while also knowing when to seek help.

# Willingness to learn: Continuous professional development in the field of fiber optics and how staying updated with new technologies is essential.

# Professionalism: Maintaining a professional demeanor fosters good relationships with colleagues and clients.

# Initiative: The importance of proactively identifying problems and suggesting improvements.

# Positive Attitude: Staying positive, even in challenging situations, enhances teamwork and customer satisfaction.

# Self-worth: Recognizing value, both as individuals and as important team members in the workplace

# Facilitate a discussion on the personal qualities, asking participants what each quality means to them and how they feel it plays a part in the success of a fiber optic technician.

# After the discussion, divide participants into small groups and provide the groups with a scenario card from the Scenario Card Handout.

# Each group will read the scenario, identify which personal quality skills are needed to address the situation, and role-play a solution to the entire group.

# After each role-play, the class will discuss how the personal qualities helped solve the problem

# After all scenarios have been role-played, bring the class together for a group discussion, asking participants how the personal qualities impacted the outcome of the scenarios?

# Activity 2: Personal Quality Skills Map

1. In groups, have participants create a map or flowchart that outlines a technician’s typical day (could be based on real-life work situations like installation, testing, troubleshooting).
2. Encourage participants to focus on one or two qualities they want to prioritize.
3. Ask them to write down the personal qualities they would need for each part of the day. An example follows:
   1. Morning: Arriving on time – Professionalism
   2. Mid-morning: Solving an unexpected problem – Adaptability
   3. Afternoon: Completing a report on job completion – Responsibility
4. Once finished, each group will present their map to the class.
5. Discuss similarities and differences between the group’s maps.

# Activity 3: Overcoming Challenges with Personal Quality Skill

# Encourage participants to critically think about applying personal qualities in difficult situations.

# Present the group with the following challenging workplace scenario:

# You’re working in a team, and the project is running behind schedule. A customer calls to complain that the job isn’t finished yet. How do you handle the pressure, meet the customer’s expectations, and ensure the work is done properly?

# Ask the group to discuss how they would apply the personal quality skills to overcome the situation, focusing on what qualities would be most important and how they would use them.

# Encourage a group discussions and sharing of perspectives.

# Activity 4: Reflection and Self-Assessment Activity

# Explain to participants that they will be spending time reflectively answering the prompts on the Developing Personal Quality Skills for Success Handout.

# Encourage them to set actionable goals for improving at least one personal quality.

# After completing the handout, invite participants to share one insight from their worksheet with the group.

# Recap the lesson by asking participants to review the importance of each personal quality in the scope of a fiber optic technician.

# Allow time for any additional questions or comments.

## Resources:

# Whiteboard and markers

# Scenario Card Handout

# Developing Personal Quality Skills for Success Handout

*Note: AI, specifically ChatGPT 3.5, was used to generate scenarios for this contextualized lesson plan.*

# Reflection Section

How do personal qualities like responsibility, adaptability, and professionalism influence the success of fiber optic technicians in their daily work and interactions with clients and team members?

**Scenario Card Handout**

**Scenario Cards:**

1. **Scenario 1:**  
   You are working on an outdoor fiber optic installation project, and the weather suddenly turns stormy. The schedule is tight, and you need to finish the work. Your team is feeling discouraged.  
   **Skills to focus on:** Adaptability, Positive Attitude, Responsibility
2. **Scenario 2:**  
   You are assigned a task to troubleshoot a fiber optic network issue at a customer's business. You’re unfamiliar with the equipment but must get the job done.  
   **Skills to focus on:** Willingness to Learn, Initiative, Independence
3. **Scenario 3:**  
   A client complains about the installation quality, and your manager asks you to investigate. You discover that the work was done improperly by another team member, but they are not available to fix it.  
   **Skills to focus on:** Professionalism, Responsibility, Initiative
4. **Scenario 4:**  
   During a team project, your colleague is taking longer than expected to complete their part. The rest of the team is depending on this task being completed on time.  
   **Skills to focus on:** Self-discipline, Teamwork, Responsibility

**Developing Personal Quality Skills for Success Handout**

**Instructions:**

This handout is designed to help you reflect on your personal qualities, identify strengths and areas for growth, and create a plan to develop these skills. Take your time to think about your experiences, and answer each section as thoughtfully as possible.

**Section 1: Self-Reflection Questions**

1. **What personal qualities do you think are your greatest strengths?**  
   Write down at least three personal qualities you feel confident in and provide examples of how you have demonstrated them in past experiences.
   * Strength 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     Example: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Strength 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     Example: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Strength 3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     Example: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Which personal qualities do you find most challenging? Why?**  
   Identify one or two qualities you struggle with and describe how this has impacted you in a work or learning environment.
   * Challenge 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     Reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Challenge 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     Reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. **Describe a specific time you faced a challenge in a work or learning environment.**
   * What happened? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * How did you handle it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Which personal qualities helped you succeed (or where did you fall short)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 2: Strengths and Areas for Growth Table**

Complete the table below to organize your thoughts.

| **Strengths** | **Areas for Growth** |
| --- | --- |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Section 3: Goal-Setting Plan**

Now that you’ve identified your strengths and growth areas, create a specific plan to improve one of the qualities you find challenging.

1. **Which personal quality will you focus on improving? Why?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What specific actions will you take to improve this quality?**  
   (e.g., practice skills, seek feedback, learn new strategies)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What resources, support, or strategies will help you succeed?**  
   (e.g., feedback from colleagues, training courses, mentors) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Set a timeline for improvement:**
   * Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Review Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reflection Prompt (Optional):**

* What personal quality do you think is the most important for a fiber optic technician, and why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_