

ADMITTING MISTAKES

1 WHY IS IT HARD TO ADMIT MISTAKES?



“Mistakes are always forgivable, if one has the courage to admit them”.

Bruce Lee

“A man must be big enough to admit his mistakes, smart enough to profit from them, and strong enough to correct them”.

John C. Maxwell

“Experience is simply the name we give our mistakes.”

Oscar Wilde

2 ON A SCALE OF 1-10 HOW GOOD ARE YOU AT ADMITTING MISTAKES WHEN YOU MAKE ONE?

1..... 510

3 ASK YOUR TEACHER WHAT HAS BEEN HIS OR HER BIGGEST MISTAKE IN LIFE?

What was the biggest lesson they learnt from this mistake?

How did they get over the mistake?

What was it that helped them admit they made a mistake?

4 DO YOU THINK THAT IF YOU ADMIT A MISTAKE PEOPLE WILL THINK LESS OF YOU?

In reality a good boss will think MORE of you if you are clear and honest about mistakes.

4 Why do employers need people who can admit to making a mistake?

.....
.....

You can learn a lot from your mistakes when you aren't busy denying them.

5 Six practical things to help you admit mistake?

1 Recognising that everybody makes mistakes

Sometimes we can be scared of admitting mistakes, but the truth is everyone makes mistakes and it's a sign that we are human! *"It's not like me, but I've really made a serious mistake"*

2 Not making it a crisis!

There are ways in which you can admit to making a mistake without it sounding like a crisis! *"Sorry I really dropped the ball" "I am so sorry, I've made a silly mistake"*

3 Saying sorry sincerely.

When you make a mistake it's important to also say sorry, sincerely. Not "I'm sorry if you think I've made a mistake" but *"boss, I'm really sorry but I have made a mistake."*

4 Think of ways to amend the mistake.

When you make a mistake it's important to try to think of way you can rectify the mistake. *"Boss, I'm sorry I made a mistake on my shift today but I've already apologized to the customer and I reimbursed them and they're seemed happy I told them where the complaint book was but they accepted it was a genuine mistake."*

5 Show what you've learnt from the mistake.

Finally, it's important that when you admit a mistake you also show what you've learnt from the mistake. *"Boss, I've made a mistake and learnt an important lesson about planning. It won't happen again."*

6 Accept when other people make mistakes!

People who admit mistakes are people who accept when other people make mistakes. *"That's OK, I've made my fair share of mistakes, we all learn through mistakes and admitting mistakes."*