

ADMITTING MISTAKES

We all make mistakes in life but being able to admit mistakes is a really important sign of your maturity and willingness to learn. But how do we learn to admit mistakes at work and why is it important?

1 WHY IS IT HARD TO ADMIT MISTAKES?



Think of 3 reasons why it is hard to admit mistakes

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- 2
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- 3
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Which quote do you like the most and why?

“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 THE BIGGEST LESSON THEY LEARNT FROM A MISTAKE?

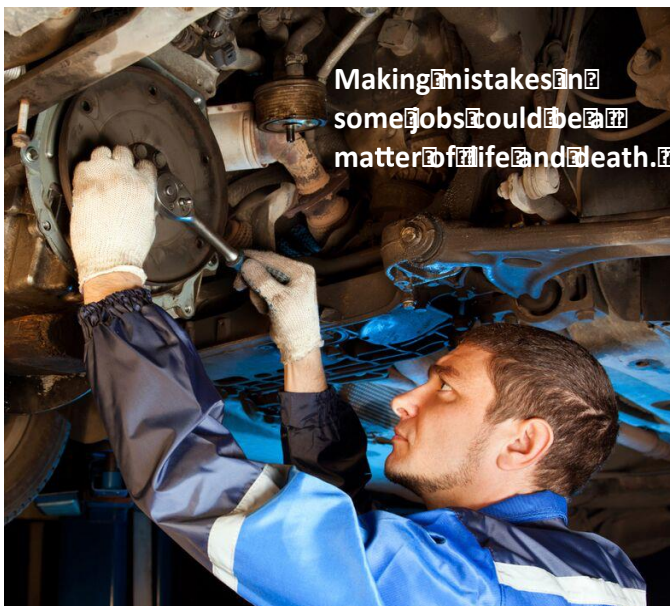
What's been your biggest mistake ?



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

Are they sympathetic when you make a mistake?

4 WHY DO EMPLOYERS NEED PEOPLE WHO CAN ADMIT IF THEY MAKE A MISTAKE?



If someone came to you and told you they had made a really bad mistake how would you help them own up so they could make it better ?

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5 PRACTICAL WAYS TO LEARN FROM MISTAKES



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 Don't turn it into 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 Say 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, it's great you had the guts to admit you made a mistake today."*

6 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.



If you come to your boss early with a problem, you get a partner.

If you come late with a disaster, you get a judge. Danny Cox



7 WHAT PRACTICAL THING WILL YOU DO NOW?



Whenever you learn something new, it's great to be able to re-boot and put it into practice as soon as you can, so you reinforce the learning.

I'm going to do 3 things as a result of what I've learnt.

- 1
- 2
- 3