

SIX KEYS

to Recovering from a Mistake



Take responsibility.

It shows you are a professional and own your work - the good and the not-so-good.

Apologize.

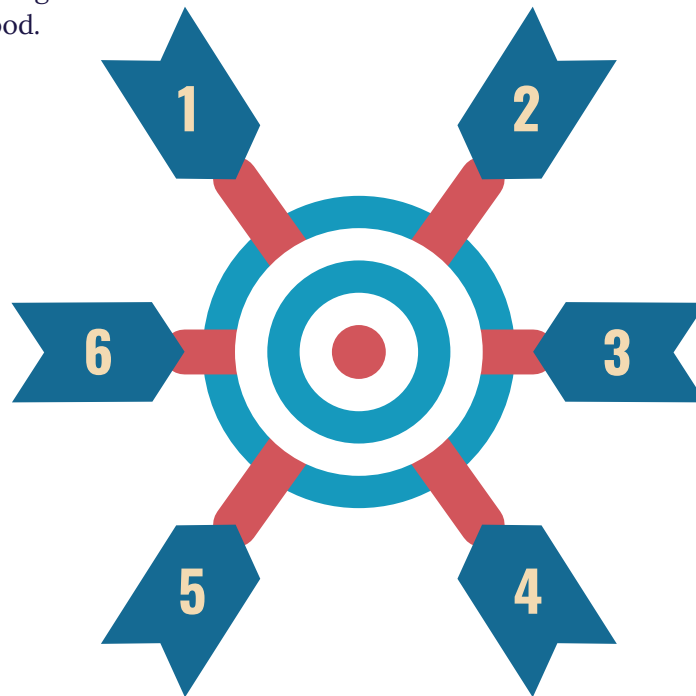
Once and only once.

Fix it.

Figure out a way to undo or redo the matter as quickly as possible.

Keep moving forward.

Forgive yourself and don't look back.



Learn from your mistakes.

Recognize where the mistake came from, e.g., failure to proofread, and put a procedure in place to prevent a repeat.

Disclose to the parties of interest.

Best for you to tell them, rather than letting them find out themselves. And be sure to tell them how you fixed the problem.