

Progressions Inc.

Sales Training & Consulting



Mistakes Can Be Your Friend

When businesses are doing well they rarely pick things apart to see why they are doing well. In fact that exercise makes for very insightful learning. Errors show us where we need to make corrections thus making mistakes... our friend. Mistakes lead to learning and learning leads to improved skills and a better bottom line. Making mistakes is central to education. The only way to avoid them is to play it really safe which totally stifles creativity. Think back in history of terrific inventions and you will find that so many of them came from a mistake.

Fixing mistakes requires shaking things up rather than taking the path of least resistance. It requires versatility, concentration, insight, courage and strength... not to mention humility. When a leader shows humility it actually demonstrates strength. Acknowledging one's faults shows integrity.

Be honest when you make a mistake and know that you are on the road to improvement and learning. Owning up to missteps and transgressions can also free up energy in relationships when they get stuck. By admitting them they can detoxify what may be negativity in a relationship. When you do admit your mistake, do so with style, grace and appropriate responsibility. Groveling, tears or drama will dilute the message.

Here are three simple steps to make the most of your mistakes.

- Take a step back. Reflect on the circumstances around the error. Pause and reflect on how your actions might look to someone on the outside. Examine what affects that error had on other people, on your business. Learn from them.
 - Learn to hear... really hear the criticism. All too often we get so caught up in defending our position that we fail to hear the delivery and intention behind it. There is learning in how the message is delivered. When in doubt about what you are hearing, ask for clarification. Look into a mirror and see what you can do better next time.
- Seek out honest feedback. Ask people that you can trust and who will give you honest feedback for their perspective with candor and compassion on the error. Be a totally focused listener, take notes and start your amends.

Have some humble pie. You might find its tastes pretty good!

With all this said here's wishing to "fail better."



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