



HOW TO REPAIR AND RECOVER AFTER A MISTAKE:

1

NO SHAME

What is the unintentional role I played?

2

NO BLAME

What is the unintended result that the unintentional role created?

3

LEARNING

What am I going to do to repair what I can?

4

PROGRESS

What have I learned that will help the experience be one step better in the future?

5

BE PRESENT

How do I feel now that I've gone through steps 1-4?

6

TAKE ACTION

**Stop what you are doing!
What will you do now?**