Learning from Your Mistakes

Lesson Review

(This review is meant to help you take notes. Spaces are available for you to write down your own notes and answers. If you do not have enough room, use another piece of paper or the back of the review.)

Introduction:

In this lesson, we will discuss:

• Does everyone make mistakes?
• What are the differences between minor and major mistakes?
• How can I bounce back from a mistake?
• How can I repair a mistake?
• How can I learn from my mistakes?

Everyone Makes Mistakes:

(Video on Thomas Edison’s Mistakes)

Notes on Video:

What are some examples of his inventions?

How did his invention career begin?

“If I find 10,000 ways something won't work, I haven't failed. I am not discouraged, because every wrong attempt discarded is another step forward.”
(Video on Steve Jobs’ Mistakes)
Notes on Video:

What happened to Steve Jobs?

What did the event not change?

What other companies did Steve Jobs start?

“Sometimes life is going to hit you in the head with a brick. Don’t lose faith.”

Stop and Think: Can you think of someone famous who has made a mistake? What happened? Were they able to overcome the mistake?

Minor and Major Mistakes:

Stop and Think: What do you think qualifies as a minor mistake? Can you think of a minor mistake you have made, or could make, on a job?

Minor mistakes:

• Happen all the time.
• Are easily fixed.
• Are not a big deal.

Minor mistakes include:

• Typos
• Minor spills
• Mixing up orders
• Forgetting a meeting or appointment
• Missing a deadline
• Not following supervisor’s instructions properly

Stop and Think: What do you think qualifies as a major mistake? Have you ever made a major mistake? If so, what happened?
Major mistakes:
- Cause serious consequences
- Can hurt people
- Do a lot of damage

Major mistakes include:
- Oil or other major spills
- Falls or other accidents that could involve injury
- Financial errors
- Medical mistakes
- Illegal actions like fraud or bribing

**Bouncing Back:**

Steps to take when bouncing back:

1. **Realize you’ve made a mistake** -

2. **Take a deep breath** -

3. **Take responsibility for your mistake** -
   A. **Apologize** -
   B. **Never shift the blame onto others.** -
   C. **Don’t make excuses** -
   D. **Assure that it will not happen again** -

**Stop and Think:** Which of the previous two examples would you have preferred to hear if you were Mr. Ferguson? Why did you pick that example?

**Repairing the Mistake:**
Seven steps to fix a mistake:

1. Look at your mistake in detail –

2. Consider the options –

3. Ask for help –

4. Decide on a course of action –

5. Create a back-up plan –

6. Follow through with your plan –

7. Learn from your mistake –

(Video on How to Tell Your Boss You Have Made a Major Mistake)

Notes on Video:

1. Move quickly –

2. Confess –

3. Don’t berate yourself –

4. A solution –

5. Bask in the glory –

Stop and Think: Have you ever had to tell your boss that you made a mistake? If so, what happened? If not, what do you think you would have said?
Reflecting on your Mistakes:

Questions when thinking about past mistakes:

• What are ways I could avoid making this mistake in the future?
• Could I avoid this mistake with better organization, communication, etc?
• Is this a mistake I commonly make?
• Is this mistake "telling" me something more?

Stop and Think: Think back to a mistake you have made more than once. Do you think that by reflecting on the mistake you can avoid it in the future?

Video Review:

(Video on Domino’s Pizza Make Over)

Notes on Video:

Stop and Think: Do you think Domino’s did the right thing by admitting to their mistakes and fixing them?

Additional Notes: