



3 Minute Mentor

Episode 28 Show Notes

Episode 28: Teach someone to say they are sorry?

We probably all know how to apologize
But why is this worth an episode and what are the steps?

Teaching people to say they are sorry

- If we are lucky one of the first things we do early in our careers is make a mistake
- Also we learn to apologize.
- If we have a good boss or team, they will quickly take it in their stride.
- Fixing something that has just happened is much easier
- I had this experience and learned the quicker you apologized the better,
- The worse thing you can do is cover something up
- That can be worse than the crime as people have found out.

So how do you apologize?

Actually there are three simple steps

1. Say you are sorry
2. Say it's your fault
3. Say what you are going to do about it or the help you need

You need to do all three to be effective

Bottom line: It's always useful to say you are sorry but you need to be clear it's your fault and what you intend to do to remedy the situation

