



# 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?**