



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Communication—**  
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.
- **Conflict Resolution—**  
Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

#### RELATED COMPETENCY CATEGORIES:

- **Interpersonal Skills—**  
Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.
- **Human Resource Management—**  
Manages process for aligning human capital with organizational goals.
- **Leadership—**  
Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

# Handling Mistakes

## SUMMARY

Taking corrective action with employees is a necessary and often difficult process for managers. Constructive feedback, along with the right process and a human relations approach, moves people from resistance to relating to their mistakes.

## CONTEXT

Leaders maintain the dignity of others during times of conflict and change. The Dale Carnegie® Human Relations Principles provide a road map for this process. People don't change; people grow. They accept new ideas and coaching readily if they feel their ideas and opinions are considered.

After completing this module, you can handle mistakes in a way that helps the individual maintain his or her dignity while offering ideas for problem resolution and improvement.

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### At the completion of this module, participants will be able to:

- Effectively handle mistakes using a human relations approach
- Maintain control by managing R.A.M.E. (Reasonable, Allowable Margin of Error)
- Refer to the problem or situation in a professional way to more consistently retain valuable people and team empowerment

*"If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from that person's angle as well as from your own."*

—Henry Ford