

HOW TO LEAD A PERSON WHO IS MAKING IMPORTANT MISTAKES

Don't blame your employee for a situation you've been tolerating...

We cause our own frustration when we:

- Respond the same way to repeated mistakes.
- Hope patience will resolve issues without intervention.
- Delegate tasks to people who consistently drop the ball.

An employee's repeated mistakes reflect on the person managing them ;)

How YOU can improve results:

- MEET with the person 1 on 1
- Ask (if the work has been done correctly in the past), what has changed?

When you need to address the issue of mistakes, always LEAD WITH CURIOSITY!

Instead of assumptions or judgement, explain WHY IT IS IMPORTANT and then ASK:

"I'm confused, help me understand why..."

This can be effective in getting underneath a person's defenses. Behavioral science points out how *people typically lean in when someone expresses vulnerability.*

Two helpful suggestions for fixing common mistakes:

1. Ask your employee to complete her work, set it aside, and review it for mistakes later.
2. Help your employee learn by finding and correcting her own mistakes. Don't point out mistakes. Say, *"This work has mistakes. I need to know you can find your own mistakes. Please find and correct them."*

