

Managing Mistakes

What's in it for you?

The biggest challenge for managers and leaders is when things go wrong. Your response to managing a mistake – whether it be your own or that of a direct report, can impact your own confidence and either help or hinder risk-taking in the future.

What you will get out of it

By attending the course you will:

- Learn how to challenge poor decisions of others constructively.
- Understand your own response to taking risks: what are good 'risks' and how to start taking them.
- Learn the organisational benefits of making mistakes.
Using mistakes to create new options.
- Learn how to manage the mistakes of direct reports so that they can continue to develop.
- Learn how to take risks and encourage risk-taking in a managed way.

Key Themes

Responding to mistakes: defensive or offensive strategies.

- Coping with managers who always seek to 'punish' mistakes.
- Getting people to hear things they don't like but still be able to get the best from them.
- Techniques for turning human mistakes into learning opportunities.

What's Involved

This course will focus on real case studies of 'mistakes' made by employees and you will have the opportunity to test your responses with how other managers handled similar situations. You will learn about your own 'tolerance' of mistakes and the impact it has on your direct reports. You will get a chance to test your own response to 'risk' and learn how it can inhibit or empower others.

“A mistake is an event, the full benefit of which you have not turned to your advantage”

EDWIN LAND (INVENTOR OF THE POLAROID)