

Quarterly Newsletter from Northstar Legal, Inc.

Oops, Uh-oh, and Oh no, no, no, NO! How to Recover From Mistakes at Work

The moments after you make a mistake at work can be some of the slowest-moving and worry-inducing of your day. But everyone has made a professional mistake – some with more impact than others – so what matters most is how you handle it afterward. Christopher Gergen, co-author of *Life Entrepreneurs: Ordinary People Creating Extraordinary Lives*, reminds us that the best approach is to “translate a mistake into a valuable moment of leadership.” Here’s how.

Don’t be an ostrich: For many of us, our first instinct is to hide our head in the sand and hope the storm caused by our mistake will pass by. “You need to get on top of it, get ahead of it, and deal with it,” says Gergen. If the slip-up was caused by your bad decision, explain how you’ll avoid such missteps in the future. Doing so reassures others that you can be trusted before they make judgments about your competence.

Don’t pass the blame: Own up to your error candidly, take responsibility for your part, and develop a plan to avoid future mistakes. Will a new procedure, review process, team support, or other systemic change reduce the possibility of error? Can you implement or alter a personal system to avoid repeating mistakes?

Don’t wait to repair: Issue a timely, action-oriented apology. Acknowledge the error but don’t dwell on it, and focus on the future. What will you do differently from now on? Although the onus is on you for a speedy apology, remember that forgiveness doesn’t happen on your timeline. Depending on how much trust has been lost, it may take someone a long time to come around.

Don’t let a goof-up keep you from growth: Sometimes mistakes occur when we strike out on a new path, try a different approach, or upgrade a procedure. These roadblocks can make us forget about the value of the road itself. Paul Schoemaker, co-author of *Brilliant Mistakes*, says that we assess our blunders inaccurately which makes “losses loom much larger than gains.” This evaluation often causes us to be more conservative and less innovative; don’t let the fear of flubs keep you from forging new routes.

Don’t think all mistakes are equal: There is a big difference between using the wrong client’s name in an email and failing to file important court documents by deadline. Mistakes that break trust are harder to recover from, so ask what you can do to rebuild that trust and do so patiently.

One thing we all have in common is that we all make mistakes. Luckily, recovering from them productively demonstrates resilience. Allow mistakes to serve as a reminder to pay more attention and place a spotlight on areas in need of improvement. Focus on taking responsibility and finding solutions.

Don’t miss the lesson: We can use mistakes to identify aspects of our personal approach and workplace that can be improved. Was the mistake a result of human error, flawed systems, or unrealized limitations of software? Analyzing what led to the mistake can uncover opportunities for improvement on many levels.

Modified from Amy Gallo’s 2010 Managing Yourself column in Harvard Business Review.

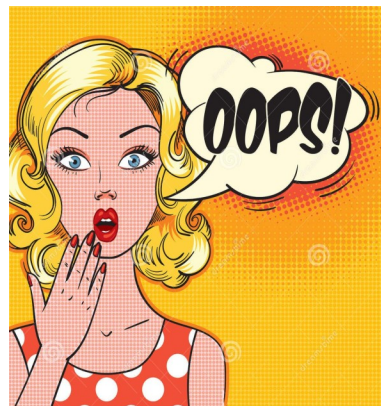
NorthStar Legal, Inc. is excited to present to you our quarterly newsletter, **POLARIS!**

Since early times, navigators have used Polaris, also called the North Star, to guide them towards their destinations. At NorthStar Legal, Inc., our goal is to assist you in navigating your hiring process.

A Note From the Editor

This year, **NorthStar Legal, Inc.** is proud to announce that we are a Silver Sponsor of the **CFCALA-Central Florida Chapter Association of Legal Administrators**. We are also continuing our Patron Membership with the **CFPA-Central Florida Paralegal Association**. So glad to be a part of it!

-Jennifer Magnusson



QUOTE OF THE DAY:

Treat failure as a lesson on how not to approach achieving a goal, and then use that learning to improve your chances of success when you try again. Failure is only the end if you decide to stop.

-Richard Branson

Calendar of events for August

- 1-7 International Clown Week
- 3 International Beer Day
- 3-5 Sales Tax Holiday
- 4 US Coast Guard Day
- 5 International Forgiveness Day
- 20 World Mosquito Day

Speaking of mistakes... International Forgiveness Day is a time to forgive, and to be forgiven. International Forgiveness Day was created by the World Forgiveness Alliance, a non-denominational, educational foundation. According to their website: “This day dedicated to evoking the healing power of forgiveness worldwide.”



BACK TO SCHOOL
SALES TAX HOLIDAY
August 3-5, 2018
For a list of qualifying items, visit floridarevenue.com/backtoschool

TEMP DISCOUNT OFFER

Mention this newsletter to receive \$50.00 off your next temp order of 40 hours or more!!!

Share the Love Invite a Friend

Because Meetings are More Fun with a Friend by Your Side

Why not share the love by introducing your non-member friends and colleagues to all that our wonderful chapter has to offer? Our August Fill-the-Chair event is the perfect time to showcase the many benefits of being a CFCALA member!

Cut on the dotted line below and give the invitation to a friend who will benefit from becoming a CFCALA member!



TO ENJOY A DELICIOUS LUNCH WITH US AND LEARN ABOUT SECURING YOUR EMPLOYEES FINANCIAL FUTURES

WHEN: WEDNESDAY, AUGUST 29TH
11:30 AM - 1:00 PM

WHERE: THE CITRUS CLUB
255 S. ORANGE AVE., 18TH FLOOR
ORLANDO, FL 32801

PLEASE RSVP TO: MELISSA LAMBERT AT:
MLLAMBERT@NORTHSTARLEGAL.COM

The Association of Legal Administrators (ALA) is the international leader in the business of the law and a leading provider of services to the legal community. The Central Florida Chapter of ALA (CFCALA) wants to identify and provide solutions to the unique and operational challenges faced by our members and customers who bring greater revenues to our organizations and challenges of working in the law industry. We provide a full range of educational resources and networking opportunities that will help with the tools needed to achieve goals.



**NORTHSTAR
LEGAL**  ©

**Maitland, FL 32751
www.northstar-legal.com**

555 Winderley Place, Suite 300



