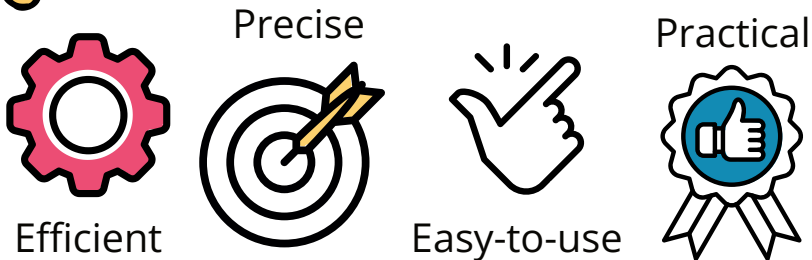


THE ANXIOUS COMMUNICATOR

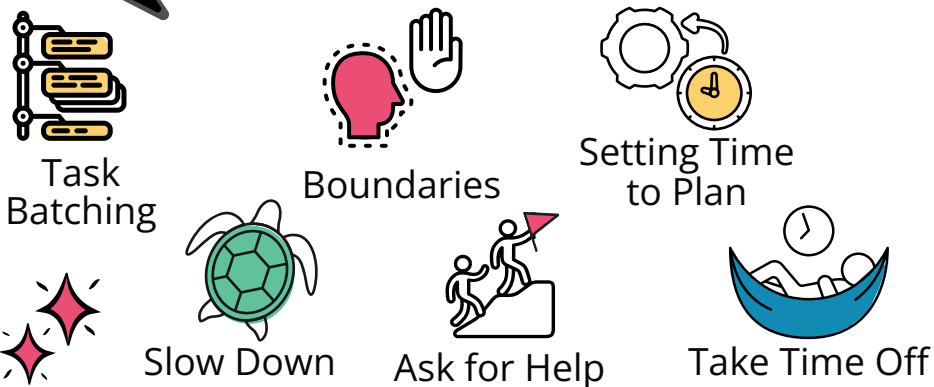
EDITING PROCESS



GOOD CHECKLISTS



OTHER WAYS TO HELP



WHEN YOU MAKE A MISTAKE

Take a Second

Allow yourself to feel the emotion for a few minutes before moving forward.

Put it in Perspective

Most mistakes aren't life and death. Reframe your mistake an opportunity to learn.

Apologize & Notify

Admit that you made a mistake and apologize appropriately. Notify anyone affected by the mistake.

Take Action to Remedy

Assess what happened and then put systems in place to reduce the chance of it happening again.

Do Your Best

Don't forget that you can't avoid mistakes. Just do your best!