

# SOLUTIONS

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## **Mistakes happen.**

After all, we're human and juggling tasks simultaneously. As much as we want to appear as a superhero to our fellow co-workers, and most of all the boss, sometimes it all falls apart.

We hit 'reply all' in an email where we've written something, well, not meant for all. We don't get the package shipped on time for a critical meeting. We approve a project that has a huge error in it.

The bottom line is, we messed up. Now what do we do?

It's helpful to know that most people over-react to their own mistakes. The incident looms over their heads like a giant balloon and it's hard to see past it. In reality, most blunders can be turned into a learning experience, provided it's acknowledged and everyone moves forward.

## **Here are four steps for turning goof-ups into golden opportunities:**

**Own it.** Don't try to blame others. If it was a group mistake, at least take responsibility for your part of it. Excuses aren't helpful at this point. Depending on the error and the type of job, the time immediately after an error is likely the most critical. Roll up your sleeves and do everything you can to correct it.

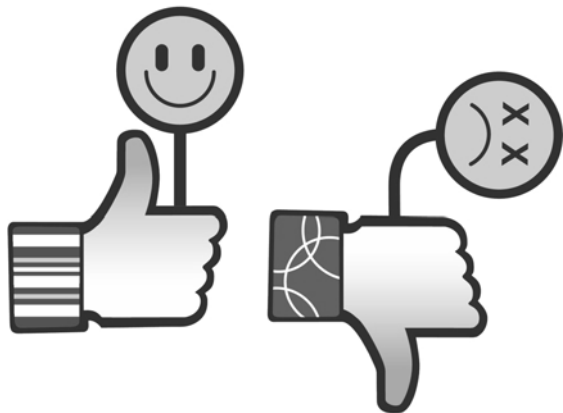
**Accept the fallout.** Your boss might be angry. You may look incompetent. You may lose respect. All you can do is learn from it and move on. Chances are, those around you will understand and you'll all take away a valuable lesson from the experience. It may take time to repair the damage, but be patient and continue to work hard.

**Offer a solution to avoid future mistakes.** This mistake could shine a light on the problem of not double-checking enough. Perhaps a few minutes of quality control would prevent it from happening in the future.

**Keep it in perspective.** In most cases, you haven't caused irreparable damage. Zoom out from the situation; maybe after the dust settles, you can find the humor or at least the positive side.

After you've accepted responsibility and handled the aftermath, it's time to demonstrate to your boss that you've made changes. It will help reassure them that you're on top of the situation now.

Mistakes aren't a sign of weakness. In fact, for those who learn from them, blunders can help make a good employee even better. They become more conscientious and resilient. They've weathered the storm and come out ahead.



# Status Update: Depressed & Disenchanted

In addition to pictures of your friends' kids or status updates about exotic vacations, you may be getting something else when you scroll through your Facebook news feed: jealousy, resentment, inadequacy and depression.

Researchers at the University of Michigan observed 82 Facebook users over a two-week period and found that their feelings of well-being decreased and depression increased the more they used the social networking site. In addition to causing depression, the studies indicate that Facebook could trigger feelings of inadequacy and anxiety.

Think about it. If you're having trouble in your social life or going through a difficult time emotionally, seeing pictures of your Facebook friends on vacation or shots of cheerful family photos isn't going to do much to enhance your mood. If anything, it's going to make you feel worse. It'll give you a feeling that you're missing out on something.

For many people, Facebook is a useful and fun tool to keep up with friends and family as well as share information. For others, Facebook is a personal sounding board. And then there's a group of users who utilize Facebook regularly, even though it makes them feel disenchanted.

At the end of the day, you don't need studies to tell you how something is making you feel. Just consider your own personal experience when you use Facebook. Does it make you feel better, worse or neutral? Are your friends' updates making you insecure about your own life? Does it affect you when no one likes your status updates or photos? Do you use Facebook so much that it's interfering with your 'real' life? These are all things to seriously consider when determining whether your relationship with Facebook is healthy or harmful.

## Here are some tips to help you keep Facebook in perspective:

- Don't rely on Facebook alone for personal interaction. Nothing can substitute social interaction. To have a healthy emotional life, it's best to have real interactions with actual people.
- If you spend so much time on Facebook that it's affecting your personal life, it's time to step back. If you're late for work because you're Facebooking, or miss an appointment because you're glued to your news feed, you need to re-examine how much time you spend on Facebook—or online, in general.
- Remember: Facebook provides an opportunity for people to put their best foot forward, and they probably will. Just because Jane Doe's life looks fabulous and perfect doesn't mean that's how it is in real life—it just means that's how she's portraying it to the world

If you experience feelings of inadequacies or low self-esteem based on your profile activity, it's time to consider whether or not Facebook is contributing to your emotional and mental health, or sabotaging it. Sure, we all like it when people acknowledge our hilarious status updates or make a comment about our cute kid pic, but it shouldn't ruin our day if they don't.



We are now offering  
SKYPE sessions after an initial  
face-to-face assessment



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