

How To Handle It When Your Workers Make Mistakes?



It's true, you want your staff to make as few mistakes as possible. No one wants a mistake-ridden office. But this is the real world, and guess what? People make mistakes, and you're going to have to deal with the issue.

There are several ways you can approach handling staff mistakes. You can yell at people. You can punish people by taking them off important assignments. You can publicly humiliate workers and try to make the experience so painful they won't repeat it. You can be passive aggressive, smile and act like it doesn't bother you, but send e-mails asking them if they've "noticed a problem with the report they turned in, please take a look at pages 7 and 10, and let me know."

None of these approaches will make you popular, or make it less likely that the person will repeat the mistake in the future.

Workers do need to know when they make mistakes so that they have the opportunity to learn and grow in the workplace. Anger or snide remarks aren't conducive to providing a learning environment. So what's a manager to do?

First, sit down and think about the problem and assess how important the mistake is. Was it made out of carelessness?

Or is the worker usually accurate, and this is an anomaly that should be ignored. If it's an anomaly, it's probably best not to make a big deal about it. Leave room for being human.

If the mistake was made out of lack of awareness, carefully and kindly let the person know what has happened, and explore whether he or she knows how to prevent it in the future. If the mistake was made out of carelessness, then sit down and talk to your employee. Find out if something is distracting him or her. Relate what has happened and using the information gleaned from the employee, take appropriate action. If the worker is feeling overworked, see if you can provide some help. If the worker is having problems at home, perhaps some time off could be provided.

Approach mistakes with a compassionate attitude, and your workplace will be filled with grateful, loyal employees.