



Mending Mistakes

(adapted by Ari Molina from Jane Nelsen, *Positive Discipline*)

1. Regather:

Make sure both of you have calmed down - even if it means waiting.

2. Recognize:

"Whoops, I made a mistake."

3. Responsibility:

Accept your responsibility in the mistake or conflict. Be specific: "I yelled at you instead of waiting to calm down to tell you how I felt."

4. Reconcile:

Express regret. "I'm sorry." Do this briefly. Don't attempt to make yourself feel better by explaining things.

5. Resolve: (Re - solve)

This action step is very important, but it can take different forms. Sometimes it is enough to share what you learned. Or, you might propose how you will take responsibility for preventing similar episodes. Or, you might invite the other person's help. "How can we work on this together to make it better?"