

**Handling Mistakes** script:

**L1**

Pause, take a deep breath



Apologize



I'm sorry.

Ask, "What would you like me to do?"



Say, "Ok," and try the new way

**Handling Mistakes** script 2:

**L1**

Take a deep breath



Think: "Everyone makes mistakes. It's ok."

Say, "Oops"



Oops!

Try again

**Handling Negative Feedback**  
 script 1:

**L2**

- **With Supervisor, STOP!**
- Remind yourself to stay calm
- Label the problem. Repeat it back.
- Ask what you can do instead.
- Try to go back and fix the task

**Handling Negative Feedback**  
 script 2:

**L2**

- Listen!
- Remind yourself to stay calm
- Label the problem
- Who is saying this? Is this my boss or Sara (experienced co-worker) or Josh (job coach)?
- If no, go back to work or ask boss for help.
- If yes, ask what you can do instead
- Try to go back and fix the task

**Handling Negative Feedback**  
 script 3:

**L2**

- Listen carefully
- Make no excuses
- Say one thing:  
Choose: 'Thanks' or 'Let me think about that'
- Then: Choose one or more:  
Ask for help (Talk to \_\_\_\_\_)  
Apologize  
Follow the suggestion/Correct the mistake

Remember: There is more than one right way!