



Happy Tuesday! Welcome back to Leadership Unscripted.

Over the last two weeks, I've shared lessons from my trip to Ghana, focusing on resilience and culture. Today, I want to close this mini-series with a story that tested me personally: how we react when mistakes happen.

Quick Reflection

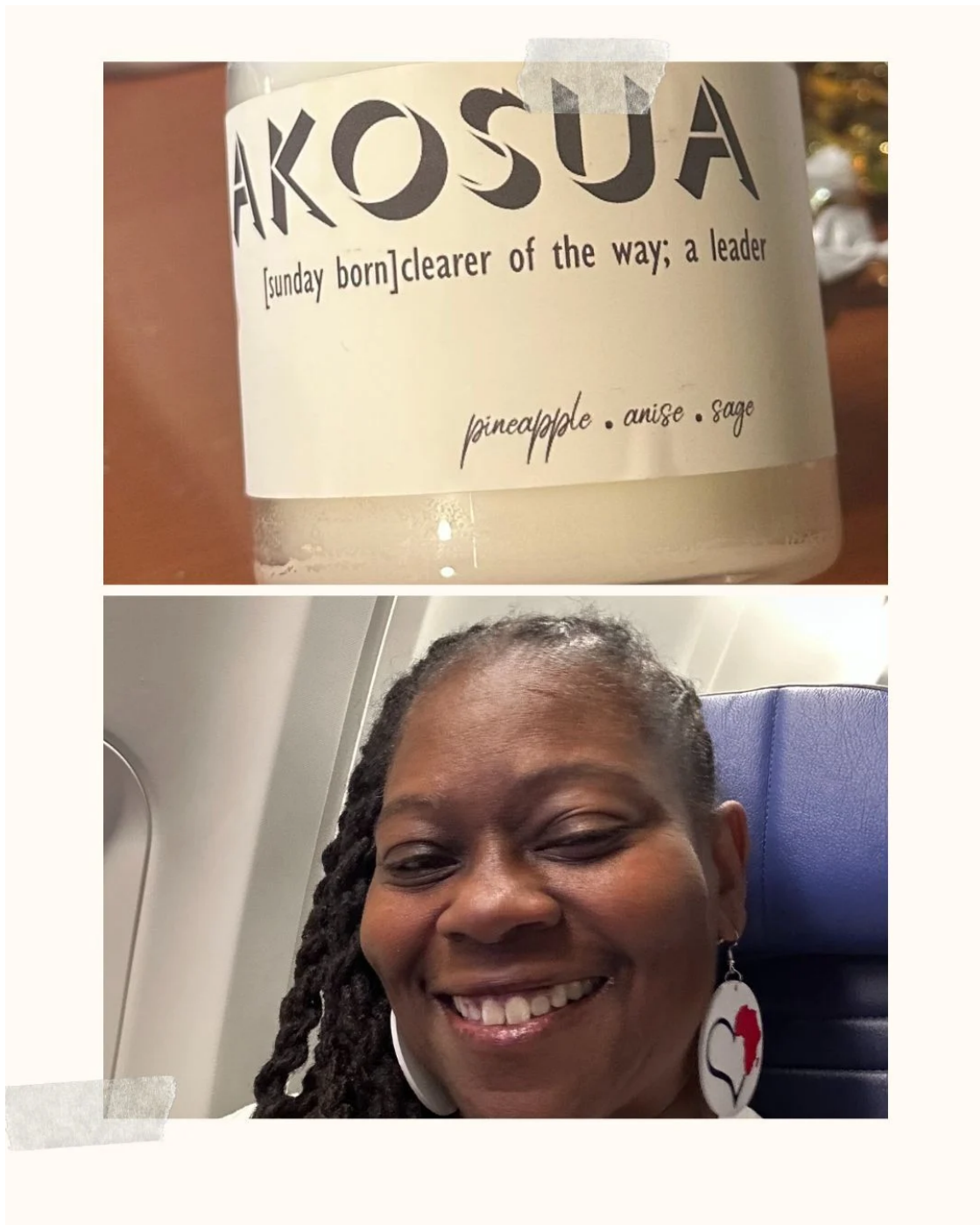
Traveling is always an adventure, but coming back from Ghana gave me a leadership reminder I didn't expect.

On my way home, I learned that my connecting flight had been canceled. This was after I had already upgraded my seat! Clearly, an error occurred in the system. And here I was—tired, travel weary, and honestly frustrated.

In that moment, I had a choice: react with anger or lead myself with grace. I chose calm (though I definitely wasn't happy). That calmness helped me work with the airline staff, get rebooked, and eventually get home.

It reminded me: mistakes will always happen—our own and others'. What defines us as leaders is not the mistake itself but how we respond.

Leadership Insight: Leading with Grace in Mistakes

Visual Reminder

Mistakes happen—but grace always leaves the bigger mark.

Here are three ways to handle mistakes with leadership and grace:

1. Pause Before Reacting

Your first response may not be your best one. Take a breath. A calm leader sets the tone for everyone else involved.

2. Separate the Mistake from the Person

Blame rarely helps. Focus on the issue, not the individual. This builds trust

and shows others that you care more about solutions than punishment.

3. Model Recovery

When you make a mistake, own it quickly, apologize sincerely, and correct it.

When others see you model this, it sets the standard for how mistakes should be handled.

Action Step for the Week:

The next time something goes wrong—big or small—pause and ask yourself: “How do I want to show up in this moment?” Then choose calm, curiosity, or grace over frustration.

What I’m Up To:

I will be honest - I just came back from a wedding in Denver, CO, and I was the matron of honor for my dear friend, whom I have known since 7th grade! It was a beautiful weekend full of love, joy, laughter, and some leadership lessons! I am getting back up to speed and realizing even when you take a moment away to celebrate with loved ones, the work doesn’t stop; text messages, phone calls, etc., don’t stop. But we have control over our own boundaries - ok, that’s a lesson for another week!

Final Thought:

Mistakes are inevitable. But your reaction? That’s your leadership moment. Lead with grace, and you’ll not only solve the issue—you’ll model the kind of leadership others want to follow.

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With appreciation,
Paula R Jenkins

Founder, The Live By Example Speaker

"Everything Begins and Ends with Communication."



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