

## **Ascension EAP**

## **Forgiveness**

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Mistakes? Yes, we have all made them. It's almost impossible to get through an entire day, week, or month without realizing you've made a mistake. Busy schedules, Google Hangout meetings, a chaotic work setting, and endless calls, all make mistakes even more likely. Some are small and easily fixed, however; others can have a lasting impact when they unintentionally hurt someone.

As a leader it is your responsibility to support your staff, but what if you have inadvertently caused pain, made them feel as if they are not heard or that their feelings are not valued? Even when you don't mean to cause pain, your actions could send a

message that you didn't intend to send. This mistake could negatively influence your relationship with associates, as well as impact your work culture.



Forgiveness is the key to overcoming mistakes.

- 1. Forgiveness allows a positive work culture. When leaders are masterful at forgiveness it sets a precedent for others to make mistakes without harsh judgment or lingering grudges. Your department productivity and cohesiveness will inevitably improve.
- 2. Forgiveness allows you to learn and adapt. Don't feel held back by previous mistakes. Admitting to a mistake and forgiving yourself for it will allow you to open the lines of communication with your associates which builds trust and drives performance. Vulnerability is not weak—it's actually the sign of a very strong leader.





- A forgiving work environment shows you authentically care. When you admit to your own mistakes your associates will feel as if they can come to you with concerns without feelings of shame or risking retribution. The work dynamic shifts from controlling to empowering.
- 4. And finally, forgiveness creates a higher level of integrity throughout the department. When forgiveness is a priority it fosters respect and allows your associates to become a team that is inclusive and accepting.

Forgiveness is an important tool to effectively change work culture. For this positive change to occur it has to begin with leaders and slowly progress throughout the team. Forgiveness can be really difficult, however; nurturing a culture where leaders and employees are willing to acknowledge their faults and apologize for them definitely helps.



## **Ascension WI EAP**

For additional support contact your Employee Assistance Program. Services are free and confidential.

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