

# THE EXTRA POINT

BY JERRY ROBERTS



## # 797 Repairing Damaged Relationships at Work

If you ever get yourself into a situation where you feel you've damaged the relationship with your boss or team, what can you do to try to fix things? I'm Jerry Roberts and we'll look at that next, on The Extra Point.

All workers dread the thought of a damaged relationship with people at work, especially their boss. If you find yourself on the wrong end of this situation, maybe something we'll reveal today will help.

In the event that you have done something wrong and you regret it, there are steps to take that can turn that relationship around, and get it moving in a positive direction.

Repair starts with recognizing our role in the problem, and apologizing. We minimize the potential long-term negative impact with our relationship with our boss or coworkers by stepping up and taking responsibility.

Make things right with your fellow workers, if something you have said or done has caused problems within the team. It may not be pleasant to do this, but lingering conflict or hard feelings do nobody any good.

You might have made an error in judgment and accidentally offended someone. It happens. Go to that person and explain what you were thinking, and that it wasn't your intent to cause them distress. Apologies cost you nothing, and can be powerful medicine for restoring things to where they once were.

What if what you did or said was definitely intentional, and it turned ugly, and there were others present who saw the whole episode go down? This is more complicated.

First, apologize to the boss for causing the issue. Second, ask if it's possible for you to address the team, with all members present who witnessed the altercation. Then, you give

your apology — first to any individual who was directly on the receiving end of your actions; and second, to the group as a whole.

One word of caution, guard against making an alibi for your actions. This is the "dog ate my homework" stuff. Sometimes, people create an excuse to sort of let themselves off the hook, and then apologize.

In my opinion, this diminishes the impact of your apology. The real power is standing up and looking everybody straight on, then saying, "There is no excuse for how I acted. I should have handled things differently. I apologize to each of you, and particularly to Joe and Mary, and to Mark, our boss. I promise I'll be better from here on."

Like I said, it might not be a great feeling to stand in front of your boss and your peers, with every eye scrutinizing you as you humble yourself. That said, what will the reaction likely be among your team members?

I've seen this kind of thing happen and one reaction was, "Well, that took guts." When you give a heartfelt apology to the team, what will probably happen is they will accept it. Human nature is to forgive.

If you're ever in this situation, this approach might serve you well. It's never too late to work towards recovery if you're willing to take a little heat in order to make your feelings clear...in order to make things better.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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