SORRY ABOUT THAT
How to Apologize

To err is human ... to admit you’ve made an error can be painful. How do you apologize and take responsibility when you’ve made a mistake?

Fortunately, the art of an apology is simple, and mastering it can mean enhancing your – and your organization’s – reputations, as well as building a lifetime of solid, resilient relationships.

Discover when – and how – to apologize, and how to move forward and learn from your (inevitable, and very human) errors.

SORRY... ABOUT THAT
Making it right when things go wrong

with Allison Vaillancourt and David Magoon
1-2 p.m. Thursday, Feb. 22nd
in Old Main – Silver and Sage

Allison Valliancourt
Vice President of Business Affairs and Human Resources
Allison M. Vaillancourt, Ph.D. serves as Vice President of Business Affairs & Human Resources at the University of Arizona where she also holds faculty appointments in the UA School of Government and Public Policy and the Honors College. In addition to business affairs strategy, Dr. Vaillancourt’s portfolio includes Arizona Public Media radio, TV and digital services; the Division of Human Resources; Office of Institutional Equity; Risk Management; and strategic planning efforts.

She writes about career and organizational culture issues as a regular Chronicle of Higher Education columnist and she maintains an organizational consulting and executive coaching practice. Dr. Vaillancourt leads several leadership programs nationally, and at the UA.

Dave Magoon
Senior Organizational Consultant
Dave Magoon has over 25 years of experience in Human Resources, Organizational Consulting and Employee Assistance. He has worked as a Job Analyst, Employee Advisor, Organizational Consultant, Training and Account Services Manager, and as an EAP Manager and Counselor in state government, higher education and in private consulting. He currently directs New Program Initiatives for the Organizational Excellence section of the Division of Human Resources.