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.

Allison Valliancourt
Vice President of Business Affairs and Human Resources

Allison M. Valliancourt, Ph.D. serves as our Vice President of Business Affairs & Human Resources and she also holds faculty appointments in the UA School of Government and Public Policy and the Honors College. She serves as co-chair of the University’s Strategic Planning and Budget Advisory Committee and her portfolio includes Arizona Public Media, the Division of Human Resources, Risk Management Services, and the soon-to-be operational Occupational Health Office. She is also a regular columnist for the Chronicle of Higher Education. During this program, Allison will reveal her most cringe-worthy career mistakes and how a well-crafted apology saved her.

Dave Magoon
Senior Organizational Consultant

Dave Magoon, M.A. is a Senior Organizational Consultant in the Organizational Excellence Section of Human Resources. In that capacity, Dave develops new professional development programs, consults with UA management concerning complex organizational issues and plans change initiatives. Dave also coordinates the Point of View informal mediation program. As part of the presentation, Dave will share his apology and action plan for one of his more memorable professional errors.