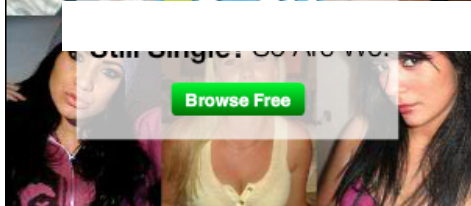


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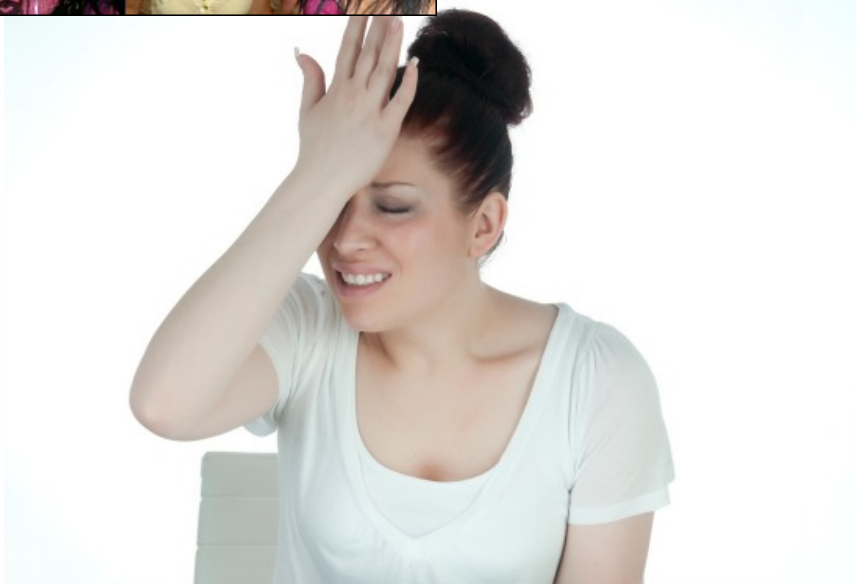


FOOT-IN-MOUTH DISEASE, PART 1

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13 - 9:00am

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Oh, if you could just rewind time 30 seconds and stop yourself! Virtually every worker has made a blunder she wishes she could take back. "It's part of being human," says relationship expert April Masini of the advice column [Ask April \(http://www.askapril.com\)](http://www.askapril.com). "However, your recovery has everything to do with your career success. It's not what you do that makes your face turn red -- it's how you recover that shows your character and impacts your longevity in your job and your career."

Need some tips for making amends? Learn from these sticky situations:

- **Asking a client when she's due -- when she's not pregnant.**

"If you don't know someone well enough for them to tell you they're pregnant, don't assume that they are," Masini notes. "Apologize and move on. When they say, 'I'm not pregnant,' you say, 'I'm sorry. I've got the worst vision and a bad habit of talking about what I didn't see clearly.' Your instinct is going to be to want to fall all over yourself and apologize. This will make it worse. Just move on."

- **You say "Your mother looks just like you!" -- after seeing a framed photo of your boss's (gulp) wife.**

"Always ask who someone is. And don't lead with your questions. For instance, don't say, 'Oh, is this your mother?' Instead, say, 'Who is this?'" Masini suggests. "When you've already stuck your foot in your mouth, try saying, 'Boy, marriage really makes people look alike!' Follow up by taking the photo, holding it closer, and saying, 'Oh, gosh -- now I see I really need glasses!! Of course it's your wife. In fact, she looks like your daughter, now that I can see this up close!'"

Tomorrow: Recovering from an email blunder.

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