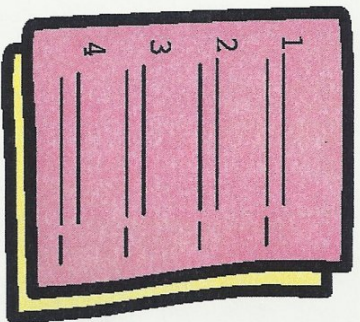


K4-K5: Dealing with Mistakes



Say, "It's OK.
Everyone makes
mistakes."



Plan for the
next time.