

PARTS TO AN APOLOGY

APOLOGIZE IN A MANNER THAT'S GENUINE AND HEARTFELT, TO GIVE YOU A CHANCE TO MEND FENCES AND HEAL HURT.

SAY
"I'M SORRY,"
OR
"I APOLOGIZE."

1

This cues the other person or people that you're apologizing. It also shows you're admitting something has gone wrong and you're (at least in part) to blame.

ADMIT WHAT
YOU'VE DONE
WRONG

2

This part should be ALL about you taking responsibility for whatever you're apologizing for. This is NOT a place for excuses or deflection of blame. Own your role in the wrongdoing.

TALK ABOUT
THE IMPACT
AND
CONSEQUENCES

3

Make it all about them by identifying and stating the resulting feelings or thoughts. List what you expect the consequences to be. DON'T judge the intensity of their reaction or the severity of the consequence. You don't have to agree but leave that for a different conversation.

MAKE
AMMENDS

4

Either ask how you can make it right or state what you're going to do to make amends. This should be a reasonable and realistic offer. The MOST important thing here is follow through.

EXAMPLE APOLOGY:

[P1] "Sally, I want to apologize." [P2] "My behaviour at the BBQ was unacceptable. I had way too much to drink and I made a scene which was immature and unprofessional." [P3] "I can imagine I embarrassed you and put you in a difficult position with your co-workers and boss. I'm also guessing you're angry at me for behaving that way. I'd understand if you didn't want to invite me out to events like that again. I also know I probably broke your trust." [P4] "What can I do to make it right?" OR "I promise never to put you in that situation again and I'm going to make it right by apologizing to your colleagues for my behavior."