

3 Parts of a GREAT APOLOGY...

1. Take responsibility and accountability.

BE SPECIFIC!! Say EXACTLY what you did/said.

“I’m sorry I” — not “I’m sorry YOU...”

2. Take a shot at what the impact or resultant emotion might have been for the other person.

“...that must have made you feel....”

3. What will you do to prevent or minimize the chance of this happening again?

“Next time, I will...”

**** EXAMPLE—** *My apology to my son when I stepped on his LEGO...*

1. “Eli, I am very sorry I raised my voice...”

2. That must have made you feel very scared to hear my loud voice...

3. Next time I will do a better job of managing my emotions.

Step 4 ** The receiver of the apology can then say,

“Thank you for your apology” which sends the message that an apology was needed and is appreciated. Reward BRAVERY!



**** NOTICE—**There is no **“BUT...”** in a **GOOD APOLOGY!**
It’s NEVER, “I’m sorry I..., but you....”

