

# STEPS TO A GOOD APOLOGY

## 1. LISTEN TO YOUR GUILT or to the PERSON WHO IS HURTING.

—Guilt is your helper! A well-formed conscience will let you know when you need to apologize to someone (and confess to God).

—If a friend comes to you with an account of how you have hurt him/her, then an apology is appropriate.

## 2. PRAY FOR GUIDANCE FROM THE HOLY SPIRIT.

—Ask specifically what it is that you ought to apologize for.

## 3. ADMIT YOU WERE WRONG.

—Don't talk about the other person's wrongdoing. Focus just on your part.

## 4. ADMIT *WHY* WHAT YOU DID WAS WRONG.

—A useful formula: "I was wrong when I \_\_\_\_\_, because \_\_\_\_\_."

## 5. LET THE HURT PERSON SHARE HOW HE/SHE FEELS.

—You might ask, "Would you like to tell me how my actions made you feel?"

—Listen with compassion, not defensiveness. Comfort any hurt that comes up.

## 6. ASK FOR FORGIVENESS FOR YOUR WRONG ACTIONS.

—Give the person space and time to forgive; he/she might not be ready to say "I forgive you" right away.

## 7. OFFER REPARATION.

—You might ask, "What can I do to make this right?" or "How can I show you that I'm really sorry I hurt you?"