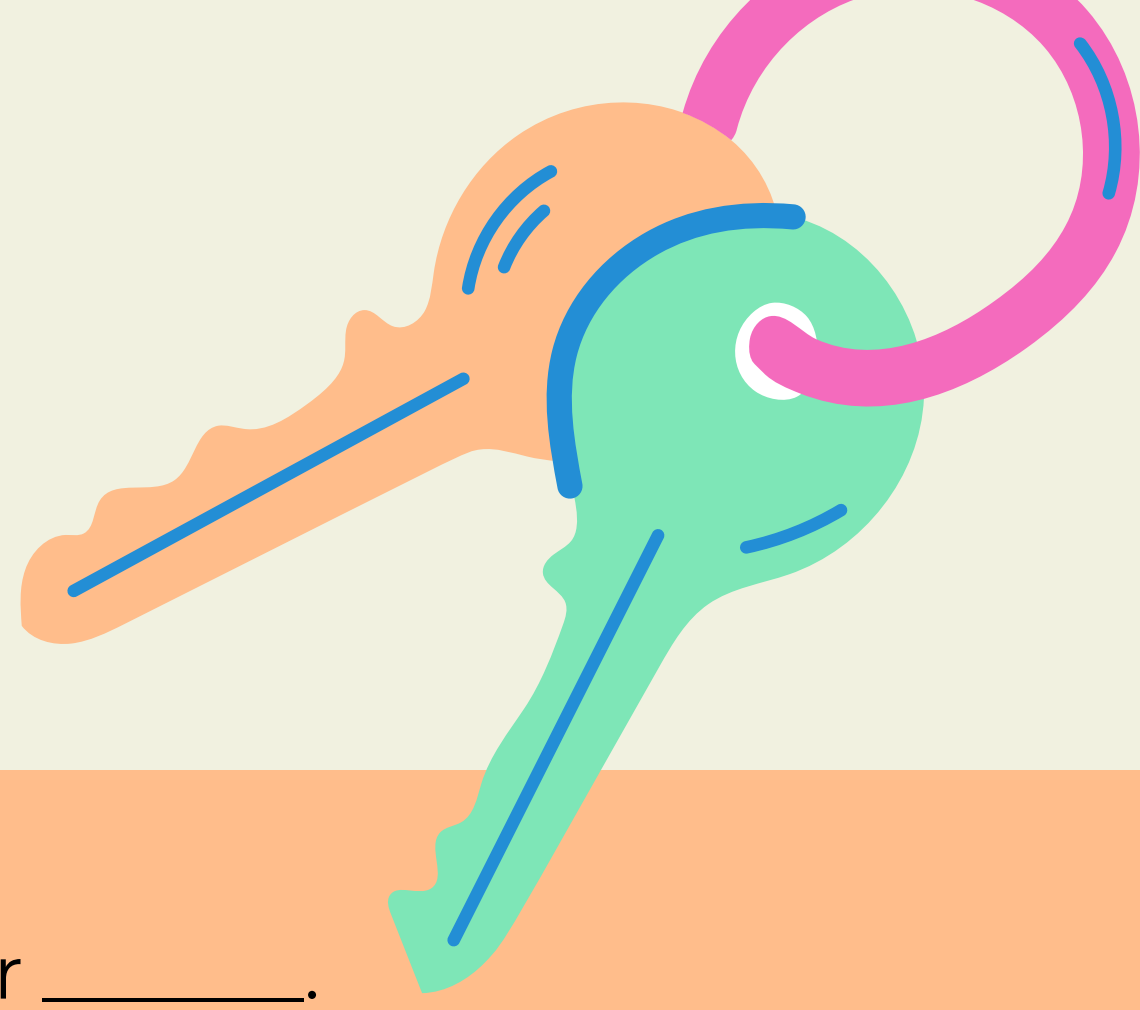


# KEY STEPS TO AN APOLOGY



1

## EXPRESS REGRET

Say, I'm sorry or I want to apologize for \_\_\_\_\_.

2

## USE A GENUINE SINCERE TONE

3

## TAKE RESPONSIBILITY FOR YOUR ACTIONS

Explain clearly how your behavior was offensive, communicating that understand why what you did was hurtful and merits an apology. This helps the person you are apologizing to understand you are truly sorry.

- Don't say, I'm sorry that \_\_\_ hurt you. It can suggest the victim bears responsibility for feeling hurt.
- Don't say you didn't mean to do it or explain why you did it. This can sound defensive and is a way of deflecting blame. An apology should acknowledge what you did may have been hurtful.

4

## SAY YOU'LL TRY NOT TO DO IT AGAIN

Think about what prompted you to do what you did so that you can take appropriate actions not to make the same mistake in the future.

5

## OFFER TO REPAIR THE SITUATION

Is there something you can do to fix the situation?

6

## IT'S NOT ABOUT YOU

Give the person you hurt time to process your apology. Remember that just like some of us never apologize, some of us won't acknowledge an apology. At the end of the day, it's not about you. It's about apologizing for your actions.