



How to Apologize



SAY the words "I'm Sorry"



OWN IT
Say what you did and show you understand why it was wrong



RESPOND DIFFERENTLY
Explain what you will do differently next time



REPAIR THE DAMAGE
Decide if there's a way you can make it better right now



YIELD TO THEIR FEELINGS
Accept the injured person's feelings, even if they're not ready to forgive you yet

I'm - sorry - - - -

for - - - - -

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It - was - - - - -

wrong - - - - -

because - - - - -



Next - time - I -

will - - - - -

