

Apologizing

- ❶ Does the individual truly understand why an apology is needed?
- ❷ Saying the two words 'I'm sorry' should not be used to avoid consequences. Apologies need to be real and the empathy behind the apology also needs to be real and felt by the individual giving the apology.
- ❸ Help the individual apologizing learn how the other individual feels in order to develop empathy which is needed for apologies to be real and heartfelt.
- ❹ Apologies do not need to be immediate. After all, time to reflect will help with ensure an apology is sincere.
- ❺ Allow for a cooling off period to allow for a sincere apology.
- ❻ Establish a point of view, *'how do you think it made XXXX feel when you called her stupid?'* How would that make you feel?
- ❼ Remind the individual that everyone makes mistakes. How can we learn from this one?