



How To Apologize

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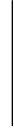
What

There are the three different kinds of apologies.

Where

Each one has its own unique feel and purpose.

You Know How to Forgive.




Do You Know How To Apologize?

Often, because of the tremendous amount of confusion surrounding relationships, asking for forgiveness becomes a mine field. With good intentions we apologize, or we say, "I'm sorry" and ask to be forgiven, only to have it go sideways.

What happened?

We did not know about the three different type of apologies and how they apply. This booklet will help you understand the three types of apologies and more important, where, when and if to use them.



If I offended [hurt, insulted, harmed] **you, I apologize.**

The first type of apology is the most insincere, but it is still an apology. It is the kind of apology issued by people [politicians, public figures, your boss] who do not wish to lose face, or take real responsibility for their actions, but do wish to appear humble and contrite.

Notice the first word, **if**. The offender is not denying the possibility an offense has occurred, but they also are not taking ownership of their actions. With this type of apology, full responsibility is not owned by the offender. Therefore, a restored relationship is at minimal possibility,

Other variations of this type of apology:

It seems you were hurt, I apologize...

I'm not sure what I did, but I'm sorry...



The Right Apology

I apologize you were offended

[hurt, insulted, etc.]•

This second type of apology is more sincere because the offender accepts responsibility for their actions and the effects those actions had. The offender is placing themselves in a lower position of power by accepting their responsibility. This apology gives the offended person a sense of respect or dignity, and validates their feelings.

Other variations of this type of apology:

I see what I did was wrong, I apologize...

What I did was out of line, I'm sorry...

May lead to a restored relationship



I'm sorry for _____ , please forgive me.



The final type of apology is the most sincere and contains the seeds of reconciliation in the last three words, *please forgive me*. The person apologizing does not explain away or minimize their actions. By accepting responsibility for their actions they are showing genuine remorse or sorrow.

Notice one important element of this expression of regret: *the person is asking to be forgiven*. By doing this, they are placing themselves in a position of humility and giving the other person the power to forgive them.

The subtle difference between apology #1 and apology #2 is the words or

tone; the position of the hearts of both parties.

If one party is asking for forgiveness and the other party is willing to give it, reconciliation is possible.

What type of apology you offer depends on the result you want:

- I. Do you want to save face while appearing to be contrite? *Then choose #1.*
- II. Do you want to simply, and quickly end a conflict? *Then choose #2.*
- III. Do you want to accept responsibility for your actions and as much possible, restore the relationship? *Then choose #3.*

Forgiveness takes one. You.

Relationships take two. You and them



Was This Helpful?

Stay in Touch

How to Apologize is the second in a three part series. Also in this series are, *How to Forgive*, and *Why We Don't Forgive*.

Interested in having Octavio speak at your event or organization? Then get in touch with us. Octavio is also available for one on one coaching.

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