

Apology Tool

Important Skills for Healthy Friendships and Relationships

Cut out the cards, use a hole punch to punch a hole in the top left corner, and bind them together with a metal ring, string or ribbon.

Before you Apologize

- Think through what happened. Do you fully understand why you need to apologize?
- **You don't have to be perfect.** It's okay to make mistakes sometimes. Everyone does.
- Make sure you are calm and fully ready to give the person a **sincere apology**. A quick or sarcastic apology won't go very far in repairing the relationship.
- As you think about what happened remember you must take responsibility **for your behavior** even if your intention wasn't for things to go wrong.

During the Apology

- Set a time to talk **when the person is also ready** to hear what you have to say.
- Explain to the person that you know what you did wrong specifically **without "ifs" or "buts"**.
- Even if the other person also made mistakes in the situation **save that for another conversation**.
- Express **sincere remorse** about what happened.
- Make a commitment to **make amends** and **not to repeat** the behavior.



Apology Tips- Do...

- Be **sincere**
- Give an apology as **soon** after the situation happens as possible.
- Focus on **the impact of what you did**.
- **Own up to your part** of the situation and focus on that.
- Explain how you plan to **make amends or fix anything** that may be broken if that applies
- **Follow through** on commitments that you have made to the person. Otherwise your apology won't mean much!



Apology Tips- Don't...

- Say, "I'm sorry 'if' I did something wrong..."
- Say, "I'm sorry 'but you....'"
- Say you're sorry immediately **without thinking about it** and **without sincerity**
- **Be cynical** about your apology
- **Say you're sorry all the time** even when the fault of things is not yours
- **Just say the words.** The other person will probably know you don't mean it.
- **Overdo it.** Know when you've said enough and the other person feels your empathy.