

The 3-Part Apology with Forgiveness

Apologies Break Down Barriers and Rebuild Trust

I'm sorry I _____.

Say what you're sorry *for*, specifically.

Example: "I'm sorry I was 20 minutes late."

I feel bad that I _____ you.

Show that you *understand the other person's feelings*. Empathize, and show your regret.

Example: "I respect you and value your time. I regret being so late, and can imagine you're frustrated."

I'll do my best not to _____ again.

Say how you'll try not to do this again. Offer what you'll do instead, in the future.

Example: "The next time we get together, you can count on me being early, or on time."

To **recieve** an apology, offer forgiveness.

"Thank you. I forgive you. Your apology means a lot."