

GIVING APOLOGIES

Effective

Stating specific nature of offense

Taking responsibility

Talking only about your actions

Acknowledging impact

Saying "I'm sorry."

Saying "I should have . . ."

Affirming future intentions

Ineffective/Misuse

Being vague about what happened

Making excuses

Adding criticism "but you also . . ."

Ignoring or minimizing impact

Saying everything BUT "I'm sorry."

Avoiding stating proper action

Disregarding future interactions

