

## RECEIVING APOLOGIES

### Effective

Accepting the apology

Thanking the giver

Allowing the giver to save face

Apologizing for any mistakes  
you may have made

Stating a positive intent for future  
interactions

### Ineffective/Misuse

Refusing to accept the apology

Criticizing the giver or making further  
demands (e.g. "put it in writing,"  
"make it public")

Humiliating the giver

Disregarding your own contributions  
to the situation

Acting as though you expect future  
problems

*Staff Ombuds Office*  
*M. Wesley, 02/01*

