

HOW TO APOLOGIZE



Apologies should be easy, but half the time we end up sounding like jerks when we try. Follow these steps to make a meaningful apology that gets the job done.

+1-512-329-5540 • mathis@thepracticeATX.com
www.mathiskennington.com

"I'M SORRY YOU FEEL..."

"I REGRET CAUSING..."

When we say, "I'm sorry you feel..." we're usually trying to show regret for causing negative feelings even if we don't think we've done something wrong. Showing regret doesn't admit fault, just regret that your partner is in pain.

NEVER. EVER SAY THIS.

This is code language for, "what you feel is stupid." Your partner will see right through it, as they should. You're probably just trying to end an argument. Try this instead.



SLOW DOWN.

Apologies are honestly the last thing you do to correct some wrong that was done. Take time to understand by listening for how the other person was hurt and how they've interpreted your actions.

BE REAL.

Apology mistakes are made because we're trying to end an argument without really understanding how we've hurt someone. If you don't get it, just say you don't get it. Give your partner a chance to explain. Then move on to the next step.



YOUR TURN.

Most often, apologies come in pairs. Don't swallow your own voice because you want the fight to end. Gently share how you've been hurt too. Just do it second. Otherwise, you risk building up resentment toward your partner.

CHANGE.

if you're going through the effort of making an apology, and you're being authentic about it, you might as well correct your behavior. What someone needs from you is to see an apology in action rather than hear the right words.

