

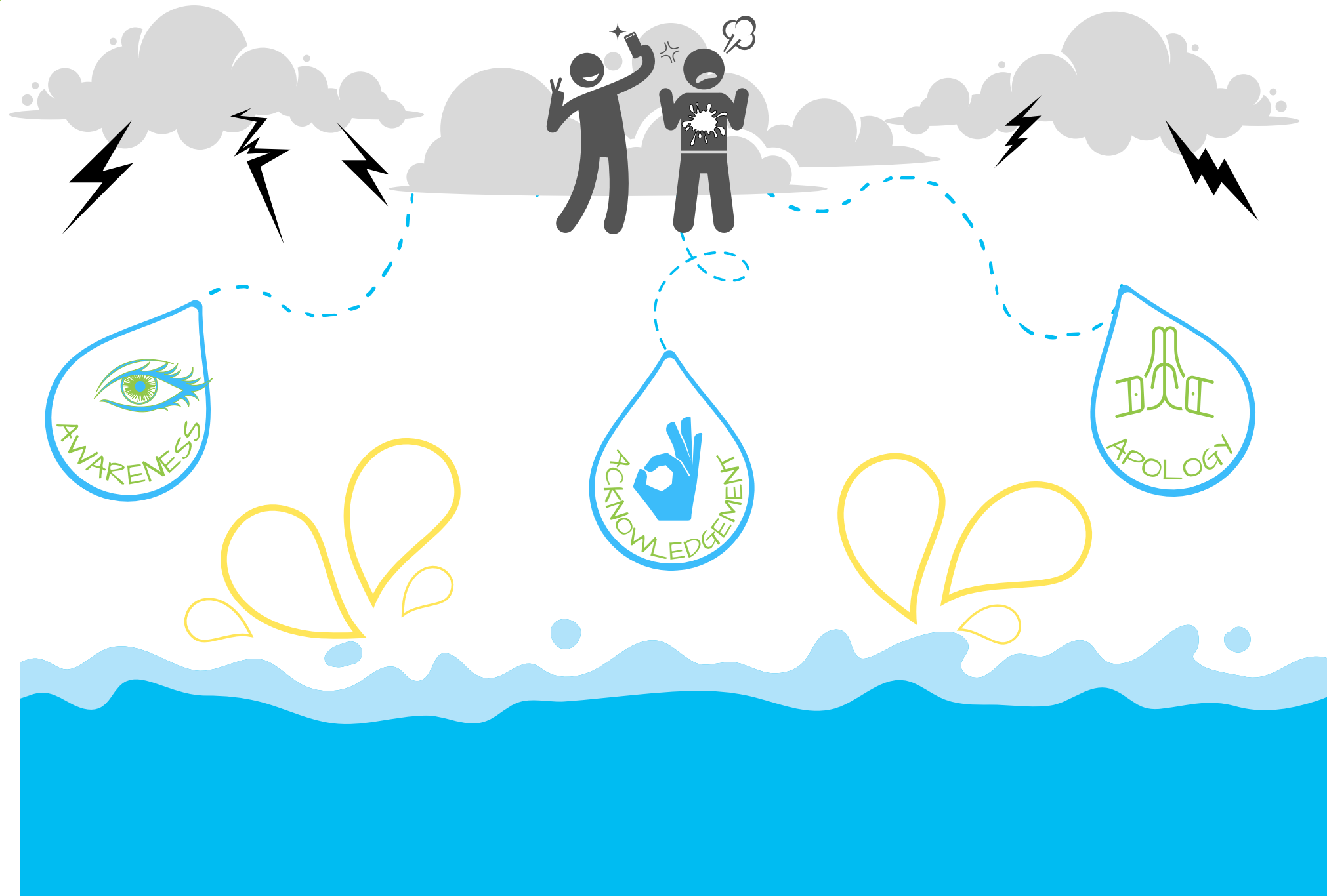
Apology

Improving Communication & Relationships

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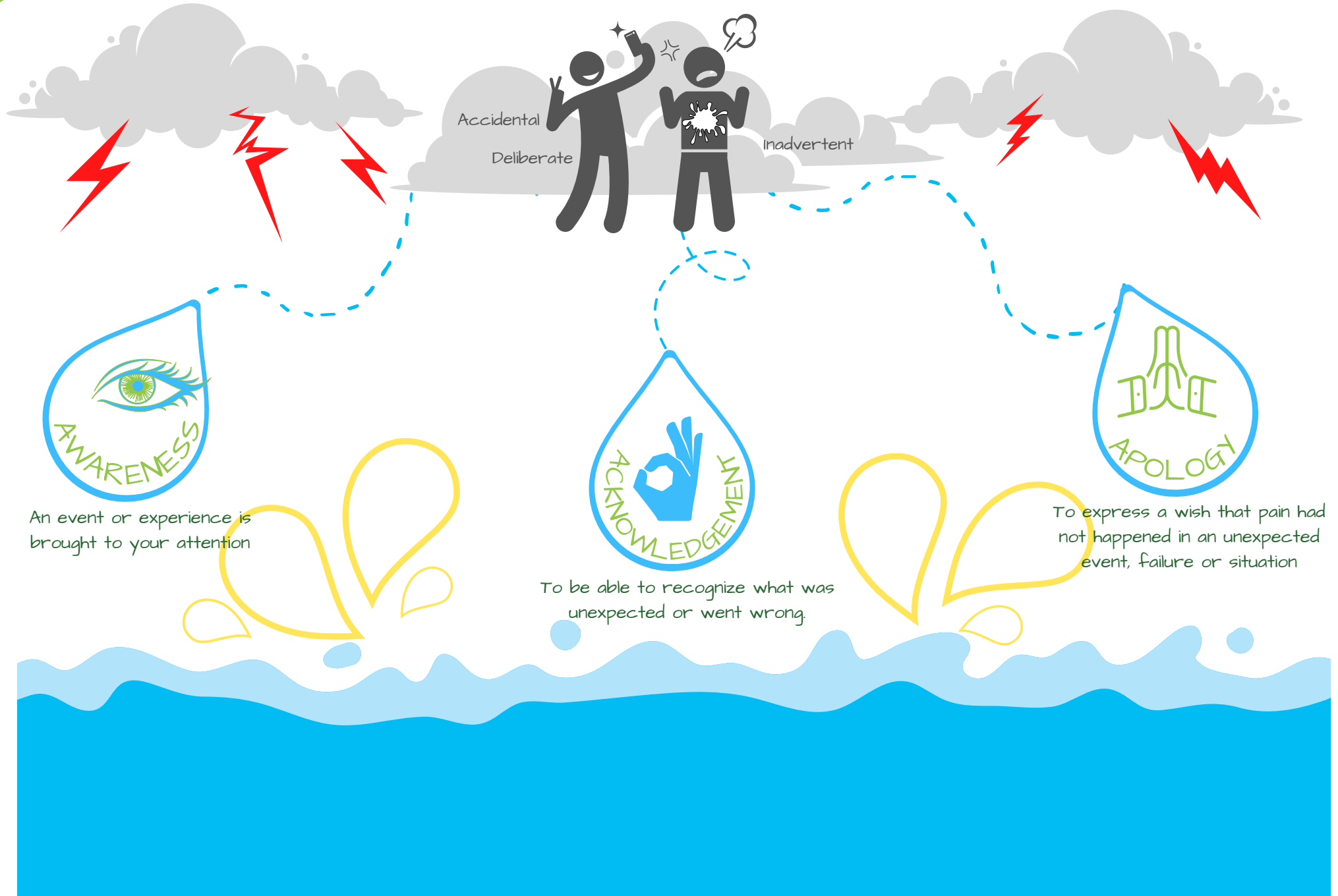
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The Apology Model

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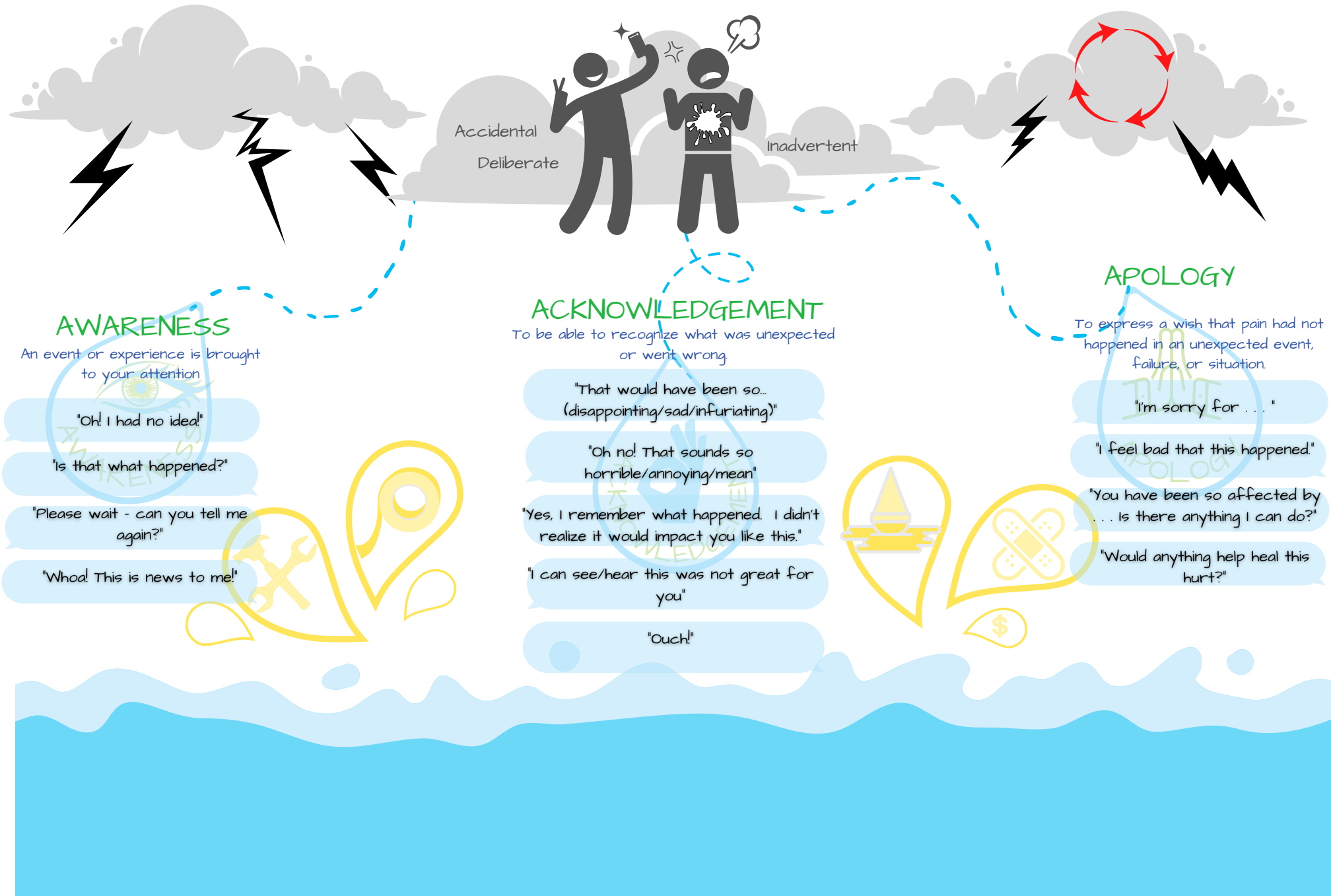
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AWARENESS

An event or experience is brought to your attention

"Oh! I had no idea!"

"Is that what happened?"

"Please wait - can you tell me again?"

"Whoa! This is news to me!"

ACKNOWLEDGEMENT

To be able to recognize what was unexpected or went wrong

"That would have been so...
(disappointing/sad/infuriating)"

"Oh no! That sounds so
horrible/annoying/mean"

"Yes, I remember what happened. I didn't
realize it would impact you like this."

"I can see/hear this was not great for
you"

"Ouch!"

APOLOGY

To express a wish that pain had not happened in an unexpected event, failure, or situation.

"I'm sorry for ..."

"I feel bad that this happened"

"You have been so affected by
... Is there anything I can do?"

"Would anything help heal this
hurt?"

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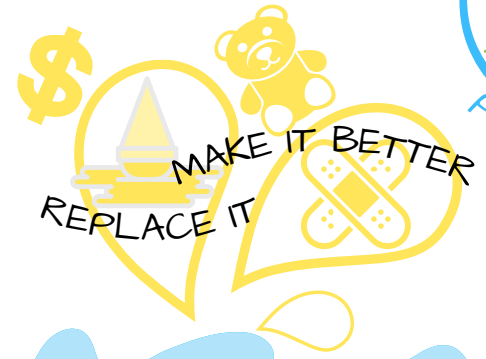
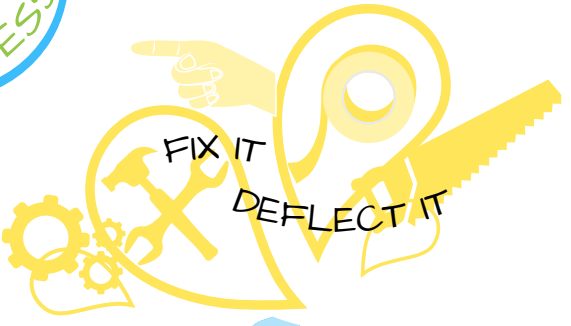
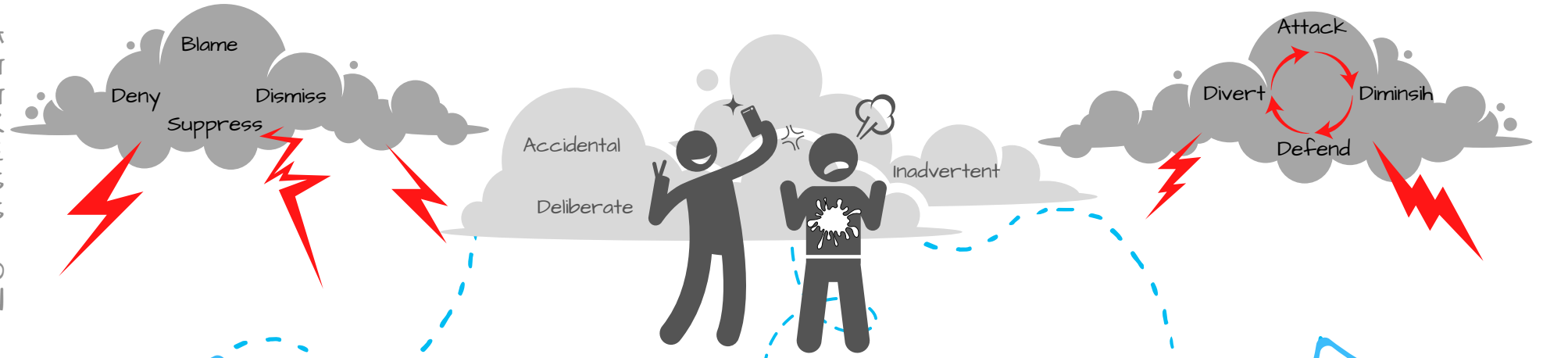
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ALTERNATE APOLOGIES



The Apology Model

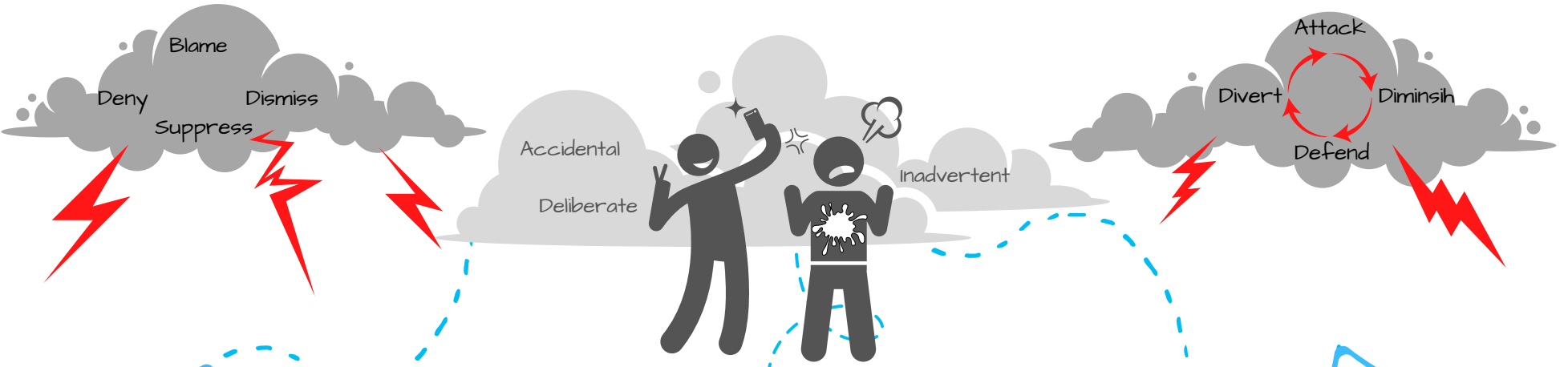
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AGGRESSION

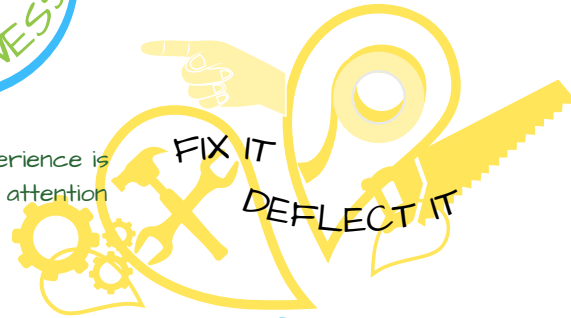


ADMISSION



SEE

An event or experience is brought to your attention



SAY

To be able to recognize what was unexpected or went wrong



To express a wish that pain had not happened in an unexpected event, failure or situation.

ALTERNATE APOLOGIES

