MAKING AN APOLOGY

Making an apology requires humility and acceptance of the truth.

Apologize in a timely fashion or you will lose the opportunity to do so.

Taking responsibility for your actions means that you recognize that you made a mistake and offended someone.

Letting go of your pride and saying outright, “I apologize” is admirable. Do so in a confidential setting.

Conveying your emotions is okay – whether it is guilt, remorse or regret.

Rushing or glossing over an apology can be perceived as insincere.

Having an ulterior motive is not an apology.

Writing an apology should be short, concise, clear and to the point.
- Be respectful and keep to the facts.
- Formally address the person and include your full name and contact information.
- Include the behavior or issue that was perceived as offensive and/or harmful.

Explaining away your behavior will dilute your message and appear disingenuous.

Apologizing when there is perceived unfairness by the other party can help resolve conflict.

Apologize only if there is a reason to do so.

“Never ruin an apology with an excuse.”
— Benjamin Franklin

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