

What makes a good apology?

Listening

Without defending yourself, start by being open to hearing how you have caused hurt; even if it was unintentional

Feeling

Allow yourself to feel the other's pain & let them know it hurts you to know you caused them pain; they matter

Repairing

Offer a heart-felt apology by letting the other know that you feel remorse & regret for causing them hurt

Reassuring

Reassure the other that you can see how you came to hurt them & know what you can do to not be hurtful again

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