USE FOR APOLOGY ACTIVITY...

Never ruin an apology with an excuse.

~ Kimberly Johnson

An apology is a good way to have the last word.

~ Anonymous

An apology is the super glue of life.
It can repair just about anything.

~ Lynn Johnston

When you realize you’ve made a mistake,
make amends immediately.
It’s easier to eat crow while it’s still warm.

~ Dan Heist

The only correct actions
are those that demand no explanation
and no apology.

~ Red Auerbach
Keep your words soft and tender
because tomorrow you may have to eat them.
   ~ Anonymous

Money, which represents the prose of life,
and which is hardly spoken of in parlors without an apology,
is, in its effects and laws, as beautiful as roses.
   ~ Ralph Waldo Emerson

Right actions in the future
are the best apologies for bad actions in the past.
   ~ Tryon Edwards

The best apology against false accusers
is silence and sufferance,
and honest deeds set against dishonest words.
   ~ John Milton

Apology is a lovely perfume;
it can transform the clumsiest moment into a gracious gift.
   ~ Margaret Lee Runbeck

A stiff apology is a second insult…
The injured party does not want to be compensated
because he has been wronged;
he wants to be healed because he has been hurt.
   ~ G. K. Chesterton
Take Responsibility
... Practice accountability in language and actions

Excuse Worksheet

<table>
<thead>
<tr>
<th>Excuse Statement</th>
<th>Responsibility Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>We’ve always done it that way</td>
<td></td>
</tr>
<tr>
<td>She didn’t give me enough time</td>
<td></td>
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<tr>
<td>My boss didn’t give me the promotion</td>
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<tr>
<td>That’s not my job</td>
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<tr>
<td>Been there, done that... it will never work</td>
<td></td>
</tr>
<tr>
<td>That’s just the way I am...</td>
<td></td>
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<tr>
<td>People just don’t know how to drive in this town.</td>
<td></td>
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</tbody>
</table>
Take Responsibility
... Practice accountability in language and actions

WHAT IS PERSONAL RESPONSIBILITY?
- You are solely responsible for the choices you make
- You decide what to feel or think
- Cannot blame others for the choices you make
- You are your best motivator – cannot rely on others
- Taking preventative measures for better time management, stress management and overall health

WHAT HAPPENS WHEN WE DON’T ACCEPT PERSONAL RESPONSIBILITY?
- Can become overly dependent on others
- Can become chronically angry or hostile at how unfairly you’ve been treated
- Can become fearful and even overwhelmed by fears
- Can become addicted to unhealthy behaviors (self defeating) or habits
- Can lead to not trusting others – impacting relationships

FOR THOSE WHO DON’T ACCEPT PERSONAL RESPONSIBILITY, WHY MIGHT THEY FEEL THAT WAY?
- Fix me.
- I was born this way.
- Life is unfair. I have no control over my life
- Racism, prejudice, sexism, ageism (or fill in the blank...) prevent me from moving forward with my life.
- No matter how hard I work, I will never get ahead.

WHAT TRAITS ARE NEEDED TO ACCEPT PERSONAL RESPONSIBILITY?
- To be able to reach out for help as needed
- Be open to new ideas about life
- Be able to think rationally and refute irrational thoughts
- Recognize that I am the only one that can make choices about my own life
- Recognize priorities and goals
- Recognize that I am the controller of my destiny
Use Constructive Language
... Be mindful of the words you choose

- The TAG LINE for Speak your Peace is
  It’s not WHAT you say... it’s HOW you say it

- How do we communicate when we are
  Stressed?
  Angry?
  Scared?
  Outside our comfort zone?

  ... We SPEAK before we THINK which usually leads to TROUBLE

- ASK for example something that was said when FEELINGS were doing the talking...
  ▪ How could that have been said differently?

- ACTIVITY
  ▪ Pair in groups and come up with reframed statements that would provide
    for a more helpful, constructive or effective conversation.
  ▪ Share ideas

“Say what you mean and mean what you say... but don’t say it mean”
~ Author Unknown
Repair Damaged Relationships
... Be sincere; apologize and forgive

As a means of taking responsibility for our own actions, there will be times when we need to apologize whether it be to a family member, co-worker, supervisor, or customer...

Three ingredients to an effective apology:
- Include a statement of regret for what happened (I feel so bad for...)
- Clearly state “I’m sorry...”
- Request for forgiveness (I hope you can forgive me...)

According to Ryan Fehr and Michele J Gelfand, three additional key components are
- Empathy (I can see how hurtful that was when I...)
- Offers of compensation (Next time I’ll be sure to talk with you first)
- Acknowledgement of the violation (That’s not at all how I want to treat my friend)

Turn ineffective apologies into genuine effective apologies... ACTIVITY*

APOLOGY QUOTES
Have each person select a quote from the cards and explain why they like that particular quote.
## Repair Damaged Relationships

... Be sincere; apologize and forgive

<table>
<thead>
<tr>
<th>INEFFECTIVE APOLOGY</th>
<th>GENUINE APOLOGY</th>
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<tbody>
<tr>
<td>“I’m sorry... you just make me so mad sometimes!”</td>
<td></td>
</tr>
<tr>
<td>“I don’t know what I said or did to make you so mad but I’m sorry, okay?”</td>
<td></td>
</tr>
<tr>
<td>“What? I’m not perfect okay? I’m sorry but that’s just the way I am.”</td>
<td></td>
</tr>
<tr>
<td>“I’m sorry but that’s our policy. If you don’t like it you’ll need to take this up with my manager.”</td>
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