| **Example** |  | **Good or Bad? [select ☑ for good and 🗷 for bad ]** |  | **Reflect, what about this apology did I like or not like?** | **Rewrite this apology to reflect the components of the apology that you have learned** |
| --- | --- | --- | --- | --- | --- |
| 1. I am sorry if I did anything wrong. I am sorry if you were offended.
 |  |  |  |  |  |
| 1. I am sorry you felt hurt. I am sorry you think I did something wrong. I am sorry you feel I am so bad.
 |  |  |  |  |  |
| 1. I am sorry, but most other people wouldn’t have overreacted like you did I am sorry, but other people thought it was funny I am sorry, but you started it I am sorry, but I couldn’t help it I am sorry, but there was truth to what I said I am sorry but, you can't expect perfection.
 |  |  |  |  |  |
| 1. I was just kidding. I was just trying to help. I was only trying to calm you down. I was trying to get you to see the other side. I was just playing devil’s advocate.
 |  |  |  |  |  |
| 1. I already said I was sorry I have apologized for that a million times.
 |  |  |  |  |  |
| 1. I know I shouldn't have done that. I know I probably should have asked you first. I know I can sometimes be a bull in a china shop.
 |  |  |  |  |  |
| 1. I am so sorry I had to cancel our dinner when you had already made it to the restaurant. I should have let you know in advance that I was having a long day and wouldn’t be able to be present with you. You deserve to be treated with more respect and I will ensure that I give you that next time.
 |  |  |  |  |  |
| 1. I am truly sorry for poking fun at you. Although it wasn’t my intention to hurt your feelings, I recognize that my words were hurtful. What can I do to make this better?
 |  |  |  |  |  |
| 1. I messed up when I was late to our meeting. I should have managed my time better, and I’ll make sure it doesn’t happen again
 |  |  |  |  |  |
| 1. I apologize for not following through on my commitment. I understand that my lack of follow-through hurt our team’s progress, and I will ensure to prioritize better moving forward.
 |  |  |  |  |  |
| 1. I had no right to yell at you, you didn’t deserve it. I understand if you are upset and I want you to know that I will work hard to regain your trust and respect.
 |  |  |  |  |  |