**Steps to a *Genuine* Apology**

Everybody makes mistakes. Anyone can have a day when their *bucket is empty* and they say something unkind or do something to cause pain or hurt feelings. Let’s **practice** how to deliver a *genuine* apology!

**TRY THIS:**

1. **Do an *empathy check***. Recognize and understand your words have hurt someone. Stand in the harmed one’s shoes by reading their body language and listen to the tone of the words spoken. Extend an *olive branch phrase.*
2. **Take responsibility** **for what you did wrong**. Be specific. Use an “I” statement.
   1. *“Oh No! I spilled your cup of juice all over your shirt!”*
   2. *“I took your iPod without asking.”*
3. **Acknowledge how your mistake impacted the other person**. If you don’t know how your mistake made them feel, ask them! Use the words “I am sorry” but then also state what you are sorry for.
   1. *“I am sorry that I got your shirt all wet. I think I ruined it!”*
   2. *“I am sorry. I know you thought someone had stolen your iPod. You were worried that you would never see it again.”*
4. **Deal with the consequences of your mistake**. Ask the other person, “What can I do to make it right” or offer suggestions on what you might do to make things better.
   1. *“Let me get some napkins to dry you off. Would you like to wear my sweatshirt for the rest of the day?”*
   2. *“I will ask you before I borrow anything in the future.”*
5. **Commit** to changing your behavior in the future. Use an “I” statement.
   1. *“Next time, I will be more careful when I find my seat.”*
   2. *“I will ask you before I borrow anything from you in the future.”*