

## Apologies

Everyone makes mistakes or “miss-steps” in conflict whether that is in their eyes or in the eyes of the other party(ies). One way of addressing our miss-steps is to apologize for our actions. This helps individuals and groups to recover from the painful effects of our actions and to begin to trust again in the person who has done the harm. The challenge is that apologies have to be done well in order for them to have the desired impact. The next few pages explore some important aspects of apologies.

### What do we need to recover from?

- ▲ Commissions – I lost it
- ▲ Omission – I *should* have done something
- ▲ Misunderstandings (perception)
- ▲ The “system” or “culture” that I represent hurt someone
- ▲ Previous person in my role did harm
- ▲ My ‘style’ has hurt someone

### Elements of good recoveries (apologies)

- ▲ Acknowledge action
- ▲ Acknowledge effect
- ▲ Statement of empathy (i.e. I’m sorry you hurt)
- ▲ Statement of regret (i.e. I’m sorry I hurt you)
- ▲ Share intent (keep brief)
- ▲ Take steps to prevent reoccurrence (i.e. training)
- ▲ Hope for a different future/relationship

### Recovery Tips – Sharing Intent

- ▲ Danger is that it will sound defensive so keep it short and clear.
- ▲ After sharing intent you **must** reiterate a clear concise statement of regret.