

# Who's Sorry Now?

An apology should be the \_\_\_\_\_ resort, not the \_\_\_\_\_ resort.  
 An apology is a \_\_\_\_\_ response to \_\_\_\_\_.

Generalities:

Gender

Economics

CEO's

An apology shows \_\_\_\_\_, models respect for others, and demonstrates a desire to \_\_\_\_\_. All traits of a \_\_\_\_\_.

An apology is the \_\_\_\_\_ of extending ourselves because we value relationship more than we value the need to be \_\_\_\_\_.

An apology is not about the \_\_\_\_\_ that prompted it, but the \_\_\_\_\_ that requires it. It challenges us to be \_\_\_\_\_.

Humility - not thinking \_\_\_\_\_ of yourself, but thinking of yourself less.

***Phil 2:4-11 Don't think only about your own affairs, but be interested in others, too, and what they are doing. Your attitude should be the same that Christ Jesus had. Though he was God, he did not demand and cling to his rights as God. He made himself nothing; he took the humble position of a slave and appeared in human form. And in human form he obediently humbled himself even further by dying a criminal's death on a cross. Because of this, God raised him up to the heights of heaven and gave him a name that is above every other name, so that at the name of Jesus every knee will bow, in heaven and on earth and under the earth, and every tongue will confess that Jesus Christ is Lord, to the glory of God the Father.***

We apologize when we accept \_\_\_\_\_ for an offense or grievance and express \_\_\_\_\_ in a direct, personal, and unambiguous manner, offering \_\_\_\_\_ and promising not to do it again.

## QUIZ - Apology Quotient (AQ)

Consider each of the ten apology statements. For each one, indicate how likely you would be to say something like this if you had to apologize. If you can imagine using wording *similar* to that, select "likely". If you decide you would not be comfortable using the statement, select "unlikely". Be honest!

1. Believe me, I had no intention of offending you, but if I did, I'm very sorry.  
 Unlikely  Likely
2. I know that my carelessness imposed costs on you. I insist that you accept this check as a gesture of my wanting to make things right.  
 Unlikely  Likely
3. I know that you feel as bad as I do about what happened and I'm certain you agree with me about what we need to do to get this behind us.  
 Unlikely  Likely
4. I handled things very badly and I'm sorry. I intend to work very hard to earn your trust so that someday it may be possible for you to forgive me.  
 Unlikely  Likely
5. I want to apologize for acting like such a jerk. So, do you accept my apology?  
 Unlikely  Likely
6. I acknowledge that my actions hurt you. I am particularly ashamed that I betrayed you by .....(name offense).  
 Unlikely  Likely
7. Yes, I hurt you and I'm sorry, but here's what happened.  
 Unlikely  Likely
8. I'm sorry. I value our friendship and I ask only that in the coming months you allow me to demonstrate that I keep my word.  
 Unlikely  Likely
9. I'm sorry for the inconvenience. My secretary is normally very reliable.  
 Unlikely  Likely
10. You were right and I was wrong. I behaved very badly that night, and now I'm here to apologize. I'm sorry for losing my temper. I'm sorry for saying ugly things I said. Most of all, I'm sorry for not coming to you right away.  
 Unlikely  Likely

## Benefits of an apology

To the Offended - Restores dignity and honor by meeting these needs:

- They are not at \_\_\_\_\_
- They are \_\_\_\_\_ in the relationship
- Both continue to share same \_\_\_\_\_

To the Apologizer

- Honors what we know to be \_\_\_\_\_ about ourself and those we care about
- It permits us to be \_\_\_\_\_ and provides a \_\_\_\_\_ process
- Develops a lasting sense of \_\_\_\_\_
- Allows you to be more \_\_\_\_\_
- Keeps you \_\_\_\_\_