

# The Language of Apology

## Language #1 - \_\_\_\_\_

Regret focuses on \_\_\_\_\_ you did (or didn't do) and \_\_\_\_\_ it affects the other person.

Regret is the \_\_\_\_\_ that you realize how deeply you've hurt them.

\_\_\_\_\_ is important to an apology. It must agree with the words we are saying if we expect the offended person to sense our sincerity.

Be \_\_\_\_\_.

- It communicates we truly \_\_\_\_\_.
- It places the focus on the \_\_\_\_\_ that was done and its \_\_\_\_\_.

Regret should be expressed even when hurt was \_\_\_\_\_.

Regret focuses on our own \_\_\_\_\_ and expresses \_\_\_\_\_.

Regret needs to stand \_\_\_\_\_. No "\_\_\_\_\_".

- Don't apologize then \_\_\_\_\_ your actions on someone/thing else.
- Shifting blame moves us from apology to \_\_\_\_\_.

Apology of regret can also be \_\_\_\_\_.

- Helps you better formulate your \_\_\_\_\_ and makes regret clear.
- Allows the offended the opportunity to \_\_\_\_\_ it again and again.

Language of Regret focuses on their pain and your behavior and how those two are directly related.

### Statements of Expressing Regret:

- ♥ I know that I hurt you very deeply. That causes me immense pain. I am truly sorry for what I did.
- ♥ I feel really bad that I disappointed you. I should have been more thoughtful. I'm sorry that I caused you so much pain.
- ♥ At the time, obviously I was not thinking very well. I never intended to hurt you, but now I can see that my words were way out of line. I'm sorry that I was so insensitive.

♥ I am sorry that I violated your trust. I've created a roadblock in our relationship that I want to remove. I understand that even after I apologize, it may take awhile for you to trust me again.

♥ You were promised a service that we have not provided. I am sorry that our company clearly dropped the ball this time.

## Language #2 - \_\_\_\_\_

An apology means you are accepting \_\_\_\_\_ for your actions.

The immature adult is forever \_\_\_\_\_ his bad behavior.

You aren't responsible for another's actions/attitude, only how you \_\_\_\_\_ to it.

Major step in becoming adult is learning to admit \_\_\_\_\_.

## Agree/Disagree Approach

*1 John 1:9 But if we confess our sins to him, he is faithful and just to forgive us and to cleanse us from every wrong.*

*James 5:16 .... The earnest prayer of a righteous person has great power and wonderful results.*

Good relationships are not dependent upon \_\_\_\_\_.

The only mistakes that \_\_\_\_\_ relationships are the ones we are \_\_\_\_\_ to admit we've made.

## Statements of Accepting Responsibility:

♥ I know that what I did was wrong. I could try to excuse myself, but there is no excuse. Pure and simple, what I did was selfish and wrong.

♥ I made a big mistake. At the time, I didn't think much about what I was doing. But in retrospect, I guess that's the problem. I wish I had thought before I acted. What I did was wrong.

♥ The way I spoke to you was wrong. It was harsh and untrue. I spoke out of anger, trying to justify myself. The way I talked to you was unkind and unloving. I hope you will forgive me.

♥ I repeated a mistake that we've discussed before. I really messed up. I know that it was my fault.