

No *Ifs* and *Buts* About It

10 Apology Do's and Don'ts:

1. Don't Include _____ or _____.
 - IF always reduces the _____ of an apology.
 - IF makes the offense _____.
 - BUT _____ responsibility away from self.

2. Don't Be Passive, Be _____.
 - Passive voice is designed to _____ the action.
 - By hiding the action, you avoid _____.

3. Don't _____.

4. Don't _____.

5. Don't _____, "Tell me what I can do to make it right."
 - Effective apology should include concrete offer of _____.
 - You take the _____.
 - Be _____.

6. Take _____.

7. Begin the Apology with _____.

8. Use the Recipient's _____.

9. Don't _____.

10. Don't _____.

Apologizing to _____

You remove an _____ barrier between the person you want to be (_____ self) and the person you are (_____ self).

Apologizing to yourself gets you back on _____.

When we fail to live up to our ideal self, we get _____.

Processing anger the wrong way:

1. _____
2. _____

Processing anger the right way:

1. _____ to yourself that what you did was wrong, unwise, hurtful to others and to yourself. No excuses.
2. _____ to people you have offended and hope they forgive you.
3. _____ apologize to yourself and choose to forgive yourself.

How do I apologize to myself?

Focus on your _____ apology language (include the others).

_____ it down.

_____ it.

How do I forgive myself?

Self-forgiveness is a _____.

Forgiving yourself _____ your high ideals and lines you back up with God's standards.

_____ from your mistakes.

Ask yourself: "What _____ led me to the offense in the first place?"

Ps 86:5 For You, Lord, are kind and ready to forgive, abundant in faithful love to all who call on You.