

The Language of Apology

When Sorry Isn't Enough

MEN VS. WOMEN AND THE JOHN WAYNE MYTH

An effective apology shows _____, models respect for others, and demonstrates a desire to learn

Proverbs 15:33 *Wisdom's instruction is to fear the LORD, and humility comes before honor.*

Proverbs 18:12 *Before a downfall the heart is haughty, but humility comes before honor.*
 (MSG) *Pride first, then the crash, but humility is precursor to honor.*

Proverbs 22:4 *Humility is the fear of the LORD; its wages are riches and honor and life.*

Proverbs 29:23 (MSG) *Pride lands you flat on your face; humility prepares you for honors.*

Apology Language #1 - Expressing _____ -
 " _____ "

People with _____ self-esteem possess a _____ regard for others.

To esteem something is to _____ it and then hold it in high regard.

Psalm 51:1-6, 16-17 *Have mercy on me, O God, because of your unfailing love. Because of your great compassion, blot out the stain of my sins. 2 Wash me clean from my guilt. Purify me from my sin. 3 For I recognize my rebellion; it haunts me day and night. 4 ...I have done what is evil in your sight. You will be proved right in what you say, and your judgment against me is just. 5 For I was born a sinner— yes, from the moment my mother conceived me. 6 But you desire honesty.... 16 You do not desire a sacrifice, or I would offer one. You do not want a burnt offering. 17 The sacrifice you desire is a broken spirit. You will not reject a broken and repentant heart, O God.*

Regret is the _____ aspect of the apology that focuses on what you did or failed to do and how it effected the other person.

Sincere regret needs to _____.

An important voice in our words in an apology is _____
_____.

An apology will have more impact when it's _____.

Good relationships grow when regret is expressed even when the hurt was _____.

Your expression of regret can also be _____.

When communicating in this language of regret, it's important to focus on _____ pain and _____ behavior and how those two things are _____.

Expressing Regret

- 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'm 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 has clearly dropped the ball.