

Poor Apologies V.S. True Apologies



Poor apologies sound like...

- "Sorry but it was just a joke."
- "I'm sorry but you should stop being so dramatic."

Poor apologies sound like...

- "I'm sorry, but..."
- "I'm sorry you took it like that."
- "I'm sorry you think/feel that way."

Poor apologies sound like...

- "Fine, I'm sorry. Are you happy now?"
- "I already apologized. What else do you want from me?"

Poor apologies sound like...

- "I'm sorry but you should have brought it up earlier. It's not really my fault that you didn't."

**True apologies sound
like... ✓**

- "Is this an apology you can accept?"

(Ask for forgiveness)

**True apologies sound
like... ✓**

- "I'm sorry for..."
(name your mistake)
- "I understand that you felt
hurt because..."
(empathize with them)

**True apologies sound
like... ✓**

- "What I should have done
was..."

(State the right action)

- "Here's how I'll avoid this
in the future."

(Give solutions)

**True apologies sound
like... ✓**

- Actually changing your behavior according to the solutions you mentioned
- (Talk is cheap.)**

Poor/false apologies sound disingenuous, fake and attempt to shift blame. True apologies not only accept **responsibility** but follow through with **solutions** so the mistake doesn't happen again.

Crucially, even if you feel like the other person holds some responsibility, giving the true apology AND THEN asking if you can share your perspective often creates much better results than just starting off with "I'm sorry, but..."

If you reach last
slide drop ❤.

Thanks for
watching ❤.

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