



HOW TO APOLOGIZE (SAY, "I'M SORRY") AND MEAN IT

In this episode, Nathan and Lacey discuss the 5 characteristics of a thoughtful apology.

INTRODUCTION (00:23)

When confronted, an apology is often the first step in righting a broken relationship.

1. *How might a thoughtful apology calm or de-escalate someone who is obviously confrontational?*

#1 – EYE CONTACT & TONE OF VOICE (04:17)

Face-to-face conversations always bring a deeper clarity and understanding that text or phone conversations can't.

2. *When has seeing someone's facial expressions or gestures helped you clear up miscommunication?*

#2 – SAY, "I'M SORRY FOR..." (05:47)

Using generic phrases like "I was mean" or "I hurt you" does not own the specific behavior that caused the pain.

3. *When has an apology been the most meaningful to you? What was said or done to make it meaningful?*

#3 – SAY, "THIS WAS WRONG BECAUSE..." (06:49)

Affirming how our behavior made the other person feel affirms their right to be loved, heard, safe, and cared for.

4. *How does it make you feel when someone explains or justifies their behavior in an apology?*

#4 – TELL THEM HOW YOU PLAN TO CHANGE (08:40)

Planning different, life-giving responses and behaviors is the first step to building new, healthy relational habits.

5. *How did it make you feel the last time you observed someone change their behavior after they apologized?*

#5 – ASK, "WILL YOU FORGIVE ME FOR..." (09:54)

We maximize the person's opportunity to live free of our offense when we ask them to forgive our specific offense.

6. *How does asking, "Will you forgive me for..." make you feel? Is it awkward or clarifying for you? Why?*

NEXT STEP (11:16)

For the other person to be free, they must forgive and live in that forgiveness. For some people, no amount of apology will satisfy. You can guard yourself from being hurt by their unwillingness to forgive you by releasing control of how you think they should respond to your apology.

7. *Apologize to someone using these 5 characteristics.*