

How We Say Sorry

1. I'm sorry for...

Be specific and recognize what you did that was wrong

2. This was wrong because...

Show you understand how you hurt the other person

3. In the future I will...

Find a positive statement for what you can do instead

4. How can I make it better?

Make an offer of how you could make amends

5. Will you forgive me?

Ask for the other person's forgiveness