

How to... Apologise Properly

READ THIS IF YOU WANT TO:

- Learn how to make a genuine apology
- Confidently navigate workplace conversations about diversity, equity and inclusion
- Know what to say when you get something wrong

What makes a good apology?

When embracing accountability one of the most powerful support tools we all have in our arsenal is knowing how to apologise. Properly.

When we know we have done something wrong, or could have done it better, addressing it swiftly, sincerely and then moving on can be critical to getting back on track.

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5 Steps to a good apology

Step 1 Acknowledge the Offence

When someone tells us we have done something wrong, it's easy to become defensive, to be caught off guard or to centre our feelings of guilt or shame. Trying to pretend that something didn't happen doesn't help anyone, including us! Take responsibly for your words and actions.

Accept Responsibility Step 2

It wasn't your intention to do or say the thing you did, or to upset that person. But you have to understand that the impact is - you did. We have to accept that what we've done has caused harm.

Step 3 Express Genuine Regret

It's ok to feel bad about mucking up. This is the part where "I'm sorry" comes in to play. But remember: Are you sorry for what you did? Or are you sorry you got caught? If you're not sure, you're probably not sorry. Go back to the beginning and have another think.

Offer Reparations Step 4

Put simply, what are you doing to do to put this right? What does the other person need from you? Not sure? Try asking ask them.

Step 5 Learn and Move on

Reflecting on your mistakes to change your behaviour is necessary and helpful. Dwelling on your mistakes to keep punishing yourself is not. In fact, it's a sure fire way to fall back into the habit of placing your own feelings at the centre of experiences. Do everyone a favour. Learn your lessons and then let it go.

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