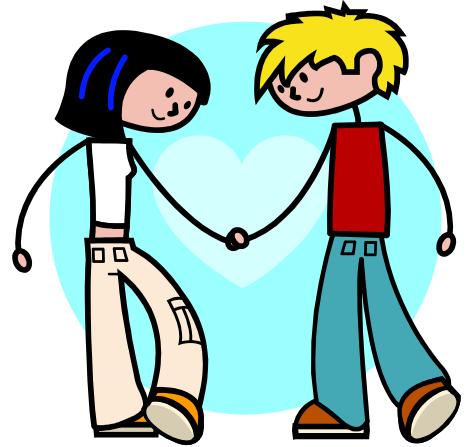


## HOW TO APOLOGIZE

“Sorry seems to be the hardest word”, this is a line from a famous pop song and there is some truth in it.

Sometimes we do or say things that hurt other people or we cause some inconvenience for another person. If we notice our mistake, we should make an apology to the other person to keep a good relationship.

Being able to apologize shows that you take responsibility for your actions and that you regret your part in the disturbance and are trying to stop or reverse its occurrence.



### Here are some useful hints for apologies:

- ⌚ Apologize as soon as possible, even if it is hard.
- ⌚ Be self-confident but not arrogant.
- ⌚ Take the initiative to apologize; don't wait for the other party to come to you.
- ⌚ Be genuine, anybody can spot a false apology.
- ⌚ Don't justify your actions; just explain briefly your situation.
- ⌚ Show the other party that you are well aware of the mistake and that you want to change in the future.
- ⌚ Phrase your apology carefully. Make sure that the other person knows what you are apologizing for.