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| Communication Skills: Apologizing |
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| To err is human. We all make mistakes. When you have made a mistake it is important that you apologize.Like stories, apologies have a beginning, a middle and an ending. Beginning: Always start your apology with, “I am sorry” or “I have to apologize”. Middle: Acknowledge the mistake and how it affected people. Give background information.Ending: Explain how you will fix the mistake.For example,Beginning:  *I am really sorry.* Middle: *I completely forgot we were getting together for lunch today. I have been working non-stop for the past week. I know you have a very busy schedule.*Ending: *Can you let me off the hook this once? Shall we set another lunch date?* |

*A. Put the sentences below into the correct order to make a good apology. There may be more than one possible order.*

\_\_\_\_\_\_\_\_ I promise that in the future I will write down all my appointments.

\_\_\_\_\_\_\_\_ I realize that by not attending the meeting I made it more difficult for everyone.

\_\_\_\_\_\_\_\_ I’m sorry about missing the meeting.

\_\_\_\_\_\_\_\_ I will not miss another meeting.

\_\_\_\_\_\_\_\_ I forgot to write the time down.

\_\_\_\_\_\_\_\_ I hope this does not make you upset.

\_\_\_\_\_\_\_\_ I’m sorry but the meal is going to be served late.

\_\_\_\_\_\_\_\_ Would like something to drink while you wait for your meal?

\_\_\_\_\_\_\_\_ The kitchen is very busy.

\_\_\_\_\_\_\_\_ The meal will be another five minutes.

\_\_\_\_\_\_\_\_ I realize your birthday is TODAY.

\_\_\_\_\_\_\_\_ My apologies.

\_\_\_\_\_\_\_\_ I will stop by with it after work tomorrow.

\_\_\_\_\_\_\_\_ I left your present back at my office.

*B. Write e-mails apologizing for the following mistakes.*

1. You stood up your date last night.

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2. You did not get a report completed by the deadline.

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3. You tore a jacket that you borrowed from your best friend.

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4. You tripped and fell when walking down the aisle at your friend’s wedding.

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