

# **5 STEPS OF A GENUINE APOLOGY**

## **PLUS, THE MAGIC PHRASE THAT HEALS**

- 1. Admit to yourself, and to God, that your words or actions hurt someone.**
- 2. Go to that person face to face, or at least on the phone. Text or email is ineffective for apologies.**
- 3. Look the person in the eye and say, "I hurt you when I-----. I am very sorry." Stop talking.**
- 4. Using the word "but" at any time negates your apology. For example, "I hurt you, but-----"**
- 5. Listen openly and humbly to their response. Defending your words or actions is inappropriate.**

**Here is the magic phrase: once you have listened without interrupting, sincerely ask this question:**

**"WILL YOU FORGIVE ME?"**

**Wait for the response...in asking this question, you are inviting the other person into mutual healing. Words and actions that hurt someone hurts the one who committed the offense as well the target. The first needs to receive forgiveness in order to heal, the second needs to offer forgiveness in order to heal. Healing the relationship begins here.**