

How to Write a Great Apology

1. Name the event/behavior that needs the apology.
Be specific about the actions for which you are being responsible.
2. Acknowledge (w/ specific details) how the event/behavior might have impacted the person to whom you are apologizing.
3. Apologize. “I’m sorry I...”
4. Make an amends: “The next time..... I will....”

When apologizing in person, it’s better to ask the person, “What can I do to make things better?”