

Sorry is More than a Word

3BIGWORDS

An apology is a _____ response to imperfection.

1 Peter 5:5 *And all of you, clothe yourselves with humility toward one another, because, "God opposes the proud, but gives grace to the humble."*

_____ people don't say "sorry".

Without _____ apologies are empty.

QUIZ - APOLOGY QUOTIENT (AQ)

Consider each of the ten apology statements. For each one, indicate how likely you would be to say something like this if you had to apologize. If you can imagine using wording *similar* to that, select "likely". If you decide you would not be comfortable using the statement, select "unlikely". Be honest!

1. Believe me, I had no intention of offending you, but if I did, I'm very sorry.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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2. I know that my carelessness imposed costs on you. I insist that you accept this check as a gesture of my wanting to make things right.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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3. I know that you feel as bad as I do about what happened and I'm certain you agree with me about what we need to do to get this behind us.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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4. I handled things very badly and I'm sorry. I intend to work very hard to earn your trust so that someday it may be possible for you to forgive me.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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5. I want to apologize for acting like such a jerk. So, do you accept my apology?

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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6. I acknowledge that my actions hurt you. I am particularly ashamed that I betrayed you by (name offense).

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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7. Yes, I hurt you and I'm sorry, but here's what happened.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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8. I'm sorry. I value our friendship and I ask only that in the coming months you allow me to demonstrate that I keep my word.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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9. I'm sorry for the inconvenience. My secretary is normally very reliable.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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10. You were right and I was wrong. I behaved very badly that night, and now I'm here to apologize. I'm sorry for losing my temper. I'm sorry for saying ugly things I said. Most of all, I'm sorry for not coming to you right away.

<input type="checkbox"/> Unlikely	<input type="checkbox"/> Likely
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SCORE: _____

Proverbs 15:33 *Wisdom's instruction is to fear the Lord, and humility comes before honor.*

An effective apology is not about the situation that prompted it, but about the relationship that _____ it.

Apology Language #1 - "I'm sorry" - Expressing _____

Psalm 51:1-6, 16-17 *Have mercy on me, O God, because of your unfailing love. Because of your great compassion, blot out the stain of my sins. ² Wash me clean from my guilt. Purify me from my sin. ³ For I recognize my rebellion; it haunts me day and night. ⁴ ... I have done what is evil in your sight. You will be proved right in what you say, and your judgment against me is just. ⁵ For I was born a sinner- yes, from the moment my mother conceived me. ⁶ But you desire honesty....¹⁶ You do not desire a sacrifice, or I would offer one. You do not want a burnt offering. ¹⁷ The sacrifice you desire is a broken spirit. You will not reject a broken and repentant heart, O God.*

Regret is the _____ aspect of the apology.

Matthew 22:37-39 " 'Love the Lord your God with all your heart and with all your soul and with all your mind.' ³⁸ This is the first and greatest commandment. ³⁹ And the second is like it: 'Love your neighbor as yourself.'

Your _____ needs to agree with your words.

Sincere regret needs to stand _____.

Anytime we verbally _____ the blame to the other person, we have moved from an apology to an _____.

When expressing regret, you need to be _____.

The language of regret, which focuses on _____ pain and _____ behavior and how the two are related

Exodus 2:6 *She opened it and saw the baby. He was crying, and she felt sorry for him.*

Genesis 6:6-7 *And the LORD regretted that he had made man on the earth, and it grieved him to his heart. ⁷ So the Lord said.....for I am sorry that I have made them."*

The greater the _____, the more steps you'll need to take.