

The Language of Apology

Language #1 - Expressing Regret (review)

- "I'm sorry" two most important words of an apology.
- "I'm sorry" is often stronger than "I apologize".
- Expressing regret focuses on what you did (or didn't do) and how it affects the other person.
- Body language should agree with your words for message to feel sincere.
- Be specific.
- Express regret for hurts that were unintentional.
- Women's brain vs. men's brain - apology processed differently.

Regret involving hurt we would repeat - Hurt vs. Harm

Regret and Self-Esteem

People with _____ self-regard possess _____ regard for others.

People with high self-regard tend to _____ behavior.

People with high _____ regard seek opportunities to _____.

People with high self-esteem want to be _____.

Obligation vs _____

King David

Ps 51:3 For I recognize my shameful deeds -- they haunt me day and night. Against you, and you alone, have I sinned; I have done what is evil in your sight.

Ps 51:5-6 For I was born a sinner -- yes, from the moment my mother conceived me. But you desire honesty from the heart, so you can teach me to be wise in my inmost being.

Ps 51:16-17 You would not be pleased with sacrifices, or I would bring them. If I brought you a burnt offering, you would not accept it. The sacrifice you want is a broken spirit. A broken and repentant heart, O God, you will not despise.

Language #2 - _____

An apology means you are accepting _____ for your actions.

The immature adult is forever _____ his bad behavior.

You aren't responsible for another's actions/attitude, only how you _____ to it.

Major step in becoming adult is learning to admit _____.

Agree/Disagree Approach

I agree that I have a right to feel hurt, angry, disappointed, and frustrated or whatever else I may be feeling. I don't choose my feelings; I simply experience them. On the other hand, I disagree with the idea that because of my feelings, I have the right to hurt someone else with my words or behavior. Therefore, I will seek to express my emotions in a way that will not be hurtful but will hold potential for reconciliation.

1 John 1:9 *But if we confess our sins to him, he is faithful and just to forgive us and to cleanse us from every wrong.*

James 5:16 *The earnest prayer of a righteous person has great power and wonderful results.*

Good relationships are not dependent upon _____.

The only mistakes that _____ relationships are the ones we are _____ to admit we've made.

Statements of Accepting Responsibility:

- ♥ I know that what I did was wrong. I could try to excuse myself, but there is no excuse. Pure and simple, what I did was selfish and wrong.
- ♥ I made a big mistake. At the time, I didn't think much about what I was doing. But in retrospect, I guess that's the problem. I wish I had thought before I acted. What I did was wrong.
- ♥ The way I spoke to you was wrong. It was harsh and untrue. I spoke out of anger, trying to justify myself. The way I talked to you was unkind and unloving. I hope you will forgive me.
- ♥ I repeated a mistake that we've discussed before. I really messed up. I know that it was my fault.