

How to say SORRY

S

Stand up by reflecting and acknowledging.

What I could say:

O

Own it by accepting responsibility.

What I could say:

R

Respond differently than the first reaction.

What I could say:

R

Repair the damage by fixing it or making it better.

What I could say:

Y

Yield to their feelings by letting them be upset.

What I could say:

Combine the SORRY statements for a genuine apology:
