

# How to say SORRY

## a simple example

**S**

**Stand up by reflecting and acknowledging.**

What I could say:

I'm sorry I knocked your stuff off your desk when I got angry.

**O**

**Own it by accepting responsibility.**

What I could say:

I overreacted.

**R**

**Respond differently than the first reaction.**

What I could say:

I should have thought before I acted.

**R**

**Repair the damage by fixing it or making it better.**

What I could say:

What can I do to make it better?

**Y**

**Yield to their feelings by letting them be upset.**

What I could say:

I know you might still be upset.

**Combine the SORRY statements for a genuine apology:**

I'm sorry I knocked your stuff off your desk when I got angry. I overreacted. I should have

thought before I acted. What can I do to make it better? I know you might still be upset.