

How to Apologize

→ **ALWAYS begin with “I”**

“I want to apologize for.....I am really sorry that....”

→ **Give sincere assurance
that it won't happen
again.**

*Use positive body language, facial expression
and voice tone.*

→ **Offer a way or amends
to make it right.**

*This will differ depending on each situation.
Where possible, it is important to offer.*