

Become a global TM with Aspire's Micron Moments!

HONESTY AND SINCERITY ARE KEY!

A sincere apology gives you the opportunity to demonstrate you are solid and mature enough to accept responsibilities for your actions and demonstrate that you are a confident person. A confident person is capable of looking someone straight in the eye and say, "I realize that what I did made you feel bad and I will do everything in my power to fix it."

This Micron Moment skill will enable you to set things right. The primary objective of an apology is to repair relationships between two or more people that have been harmed by your behaviour.

Practice the phrases below for giving a sincere apology.



EXAMPLE LANGUAGE

Give an honest assessment of what you did

- ✓ You asked me to pick you up at the airport, and I forgot.
- ✓ I promised that I would have my project completed yesterday, and I failed to do so.
- ✓ My behavior at the party was not professional and not what you would expect from a manager.

Recognize the damage your words or actions caused

- ✓ Because I didn't pick you up at the airport, you had to deal with getting to the hotel from the airport. You must have felt unsupported, angry and frightened at being in an unfamiliar place.
- ✓ I realize that since I failed to have completed my project on time, I put the company at risk of failing to meet our customer requirements.
- ✓ I made a lot of people feel uncomfortable with what I said and did. Especially you.

Accept responsibility for your words and actions

- ✓ You have always been there when I needed you, and I should offer you the same support.
- ✓ I'm aware that as the team leader, it is my responsibility for not meeting the deadline.
- ✓ It was my fault that I had too much to drink before the party started.

Describe how you are going to repair the damage

- ✓ Next time that you need me, I will make it my top priority. I have already modified my working schedule in a way that I can be more flexible when something like this comes up again.
- ✓ I will make sure that we complete the project by the end of this afternoon. I will get in touch with our customers and explain what happened and ask them for a deadline extension.
- ✓ In all complete honesty, I don't remember what I said or did at the party. I will contact everyone personally and apologize. I would also like to make up for it by inviting the team to lunch on Friday.

EXAMPLE DIALOGUE

Ken: I told you that I would be here on Saturday to work with you on the project. I completely forgot.

Mike: I arrived at 6 AM and waited for you to help. At 10 AM I became worried and tried to reach you.

Ken: I understand that you had to come in on your holiday and miss an important baseball game.

Mike: I was scheduled to pitch and our team lost the game.

Ken: You have always been there when I needed it, and I should offer the same support to you.

Mike: Oh Ken, don't be too hard on yourself.

Ken: Next time I tell you I will help you with a project, I will be here and I will bring the doughnuts!

YOUR TURN!

Think of a situation in the past or an imagined situation where you had to apologize for something you did or for the action of others. Try to:

- Give an honest assessment of what you did
- Recognize the damage your words or actions caused
- Accept responsibility for your words and actions
- Describe how you are going to repair the damage