



2500 University Drive NW
Calgary, AB, Canada T2N 1N4
ucalgary.ca

Common mistakes

Below, we recommend avoiding some common mistakes that weaken apologies:

)
‡ criticism or an excuse, which
counteracts our apology.ⁱⁱⁱ @
.
eraser. It erases everything we said before it, regardless of how much compassion we had
expressed.

u
Wh
o
acknowledge we have actually done something wrong.
We also recommend refraining from using other words that prevent us from taking full
. 7
. @ @

Avoid apologizing for the way the other person feels

o

)

Sometimes we feel really guilty for our actions. While apologizing, we should avoid allowing our guilt to dominate the conversation. † We should not significantly shift from the apology to our need to be reassured or consoled.

Avoid expecting to be forgiven immediately

In some cases, the hurt party is unable to offer forgiveness. In other cases, it takes time for @ them to heal, and to avoid pressuring them to forgive us.^{vi}

8 "M @ @ ‡ o " *Karen Grierson (Blog)*, January 30, 2018, www.kgrierson.com/uncategorized/impact-vs-intent-suck-apologies

O = u k u " *Psychology Today*, September 14, 2014, www.psychologytoday.com/ca/blog/the-dance-connection/201409/the-9-rules-true-apologies

O = u h " ‡ u k o " *Psychotherapy Networker*, March/April 2018, www.psychotherapynetworker.org/magazine/article/1150/the-power-of-apologizing

U u # u = " " h "8 " *Mind Tools*,