

# Apologizing *in 4 steps*

## The Essential Relationship Skill

### 1 Acknowledge the offense

*"What I said was cruel and unfair."*

### 2 Provide an explanation

*"I think I'm tired and taking it out on you."*

### 3 Express remorse or humility

*"I feel really crappy about what I said...  
I'm ashamed."*

### 4 Indicate efforts to change

*"I'm going to be more careful with what I say,  
and make going to bed earlier a priority."*