

# Layers of an Apology

A true apology takes sincere thought and intention, and, when done thoroughly and carefully, can be one of the best ways to build a bridge towards intimate connection. The posture and words of these six layers are all important in order reach the other person's heart, and can't be rushed. The greatest revelation takes place on Layer #3, when one's tendency is to **explain** their reasoning and **defend** their position. Doing this will immediately minimize the effect of the apology.

1. "I'm Sorry" (face to face, gentle, sincere)
2. "I Accept Responsibility"  
(Use words, I was wrong, there was no excuse, I am owning my fault in this...)
3. "This must have made you feel..."  
(Describe their pain in as much detail as possible)

Is there anything I missed on how this has made you feel?

4. "What Can I do to make it Right?" (Honor, make up for it)
5. "These are my Plans to never do it again"  
(Count the cost, put it in writing, assert an accountability plan)
6. "Please forgive me"  
(No expectations, no judgment, just an invitation)