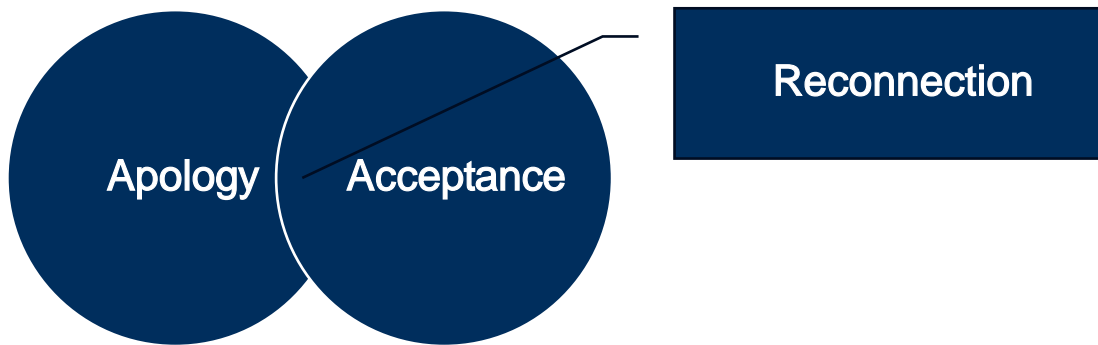


MAKING AND RECEIVING APOLOGIES

Apologies are an exchange. Offering an apology is one half of the exchange, receiving the apology is the other.

AMENDS + ACCEPTANCE = APOLOGY EXCHANGE

You can only ever control your side of an apology exchange. Partial exchanges, where an apology is offered but not received or where a person forgives or releases another party from blame without being apologized to, are common but are unlikely to feel complete as they are only half of a reconnection process. A passable working relationship may continue with a partial exchange, but reconciliation and reconnection are made possible when an apology is both extended and accepted.



What to expect after an apology exchange

- x Early interactions may feel awkward

Relationships often emerge from a conflict stronger, but sometimes the damage done changes the relationship forever. In a workplace setting it is important to consider what each party needs in order to be able to work together respectfully.

