

# TRUE APOLOGY

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There are **FOUR (4) LEVELS** of a **TRUE APOLOGY**, and each must be met to maximize the **“PROBABILITY”** of success, preferably in the following order:

(1) I must **CONFESS** and **ACKNOWLEDGE** what I have done and take **OWNERSHIP** and responsibility for the wrong that I have done and the damage my actions have caused the other person.

(2) I must **VERBALLY APOLOGIZE** to the person I hurt. I must verbally say ***“I am sorry that I have hurt you and the damage I caused as the result my action”***.

(3) I must **DECIDE** to correct my behavior and assure the person that the hurt I caused will not be repeated. This phase my take **CONSIDERABLE TIME** for the person to accept so that I truly and sincerely intend to **“WALK THE WALK, AND NOT JUST TALK”!**

(4) I must be willing to ask **“WHAT CAN I DO TO MAKE IT RIGHT”**. I must be willing to **ACCEPT** what may be required of me to make it right