

THE FIVE LANGUAGES OF APOLOGY

1. Expressing Regret.

Saying: *'I'm Sorry.'*

2. Accepting Responsibility.

Saying: *'I was wrong.'*

3. Making Restitution.

Saying: *'What can I do to make it right?'*

4. Genuinely Repenting.

Saying: *'I'll try not to do that again.'*

5. Requesting Forgiveness.

Saying: *'Will you please forgive me?'*

From *The Five Languages of Apology*, Gary Chapman & Jennifer Thomas, (Chicago, Northfield Publishing, 2006).