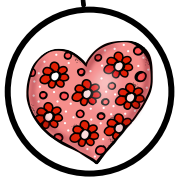
A Heartfelt Apology

Step 1: Speak words from the heart.



"I care about you and I want to apologize for hurting your feelings."

Step 2: Own your mistake and be responsible.



"I made a mistake and I chose to _____."

Step 3: Share your plan for change.



"Next time I will _____."

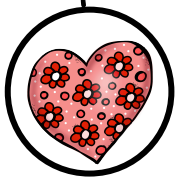
Step 4: Be accepting of the response.



"I understand your feelings are hurt. I'm here when you're ready to talk."

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