

# Apologizing Skit

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## BAD APOLOGIES

**Person 1:** That's really messed up, I can't believe you just said that.

**Person 2:** You're too sensitive!

Can't you take a joke?

I'm sorry if you were offended.

Oh, that's right: you people are touchy about that.

I didn't mean it like that!

How could you say that? Some of my best friends are—

## Person 3- IF YOU ARE CALLED OUT ON YOUR BEHAVIOR

- Recognize your natural defensive tendencies: focus on the impact of your words or actions rather than your intent

**Person 1:** That's really messed up, I can't believe you just said that.

**Person 2:** I think I just hurt your feelings. It wasn't intentional; I'm really sorry.

## Person 3-

- Listen for understanding:
  - Try to connect with the other person's feelings and needs
  - Allow them to tell their story
  - Avoid offering advice: give feedback that demonstrates your full engagement in the conversation

**Person 1:** I know you didn't mean to be hurtful, but you don't know how many times I've had to hear that.

**Person 2:** I can see how you'd be tired of that.

## Person 3-

- Recognize your own filters and blind-spots

**Person 2:** As someone who doesn't experience that, I've never had to think about it that way.

## Person 3-

- Take responsibility for and acknowledge your own behavior
  - Avoid "buts" and "ifs" (e.g. "I'm sorry *if* I offended you...")
- Make a commitment to change your behavior and follow through
- Say "thank you"

**Person 2:** I'll try to be more conscientious in the future. Thank you for sharing your experience, and bringing it to my attention.

**Person 3- NOTICE A PROBLEM WITH YOUR BEHAVIOR, HAVEN'T BEEN CALLED OUT**

Ask the other person if they're comfortable discussing the situation with you: remember, someone may choose to walk away for any reason