



SYP Tool: Repair Damaged Relationships

Title: Apology quotes

Objective: Analyze apology quotes and determine effective apology techniques

Resources: Apology Quotes & Sayings sheets

Activity: Set-up - print or write each saying on a different 3 x 5 index card. Spread the cards in the middle of a table.

Have each person read the cards and select one that they like the best. Have them share their quote/saying and share why what they liked about that specific choice.

Ask a group discuss what makes for a good apology. The facilitator should flipchart the responses on a flipchart. (*Optional:* Have volunteers share some of the best apologies they have received and what made them so good.)

Debrief:

- What are the important components of an effective apology?
- Why do we hesitate to apologize to others? What barriers get in the way of giving an apology?