

01 | Show that you are capable of taking responsibility for your actions (both good and bad)

EXAMPLE

I take full responsibility for missing the deadline. It was an oversight on my part, and I understand the impact it had on the project timeline.

02 | Show that you care about the recipient's feelings and experience

EXAMPLE

I understand that this situation has caused you inconvenience and frustration. Your satisfaction and experience are of utmost importance to me, and I genuinely care about how this has affected you.

03 | Validate the recipient's negative feelings that something was wrong

EXAMPLE

I recognize that this incident has caused you to feel frustrated and let down. Your feelings are completely valid, and I apologize for any distress or inconvenience this may have caused.

04 | Be part of the reparation for any wrongdoing

EXAMPLE

To rectify the error, I am reviewing the report thoroughly and making the necessary corrections. Additionally, I will implement a double-check .system to ensure similar mistakes are avoided in the future

05 | Rebuild trust

EXAMPLE

I understand that trust needs to be earned, and I am committed to rebuilding the trust you had in our organization/team. Going forward, I will take every necessary step to ensure a seamless experience and regain your confidence.

06 | Resolve an ongoing conflict

EXAMPLE

I would be grateful for the opportunity to discuss the matter further, either through a phone call or a meeting, whichever is more convenient for you. I believe open communication is crucial in resolving any ongoing conflicts and finding a mutually agreeable solution.

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