

O:01 **ne Minute**
Apology



The toughest part of apologizing
is realizing and admitting that
you were **wrong**.



- ▶ *You need* to stop using phrases like ‘should have’, ‘could have’, ‘would have’ and ‘if only’. These are worry words
- ▶ They make you overwhelmed, discouraged and confused
- ▶ They keep you from being honest with yourself



*The power of
the One Minute Apology
is deeper than
just words*



★ *In a One Minute Apology you admit you are wrong and you deal with the cause of the damage instead of the symptoms.*



- ▶ *It is called One Minute Apology because in most cases it can be said in a minute, even though it requires a good deal more preparation time.*
- ▶ *The time consuming part comes in being completely honest with yourself and taking responsibility for your mistakes before you apologize*



- ▶ *The failure of many leaders begins when they are unwilling to admit to themselves that they have done something wrong.*
- ▶ *It's their job to accept responsibility for their actions*



At the core of most problems is
a truth you **don't** want to face



- ▶ *Any problem you have, spins out of control, the minute you avoid with the truth*
- ▶ *The truth doesn't give people a lot of 'wriggle room' and for some, that can feel very uncomfortable- especially if you are living a lie.*



**One minute apology begins with
surrender and ends with
integrity.**



- ▶ *The surrendering process of One Minute Apology has two important parts.*
- *The first is about you and coming to grips with what you did wrong*
- *The second is making sure the person or persons you have harmed feel that you know you made a mistake*



**One minute
of being honest
with yourself
is **worth** more than
days, months and years
of self-deception.**



- ▶ *It requires both humility and courage*
- ▶ *Great leaders give everyone else credit when things go well. When things go wrong, they take full responsibility*
- ▶ *Self-centered leaders take the credit when things go well and blame everyone else when things go wrong*



**The longer you wait
to apologize,
the sooner
your weakness is
perceived as wickedness.**



★ *What can make us seem evil in the eyes of others is their belief that if we can't be truthful about this incident, we probably lie about other things too*

★ *To some people, apologizing is regarded as a weakness rather than a strength*

★ *The problem with trying to be right all the time is that usually someone else has to be wrong*



- ▶ *Apologizing isn't just about you but also about the person wronged*
- ▶ *You have to be specific and tell the people harmed exactly what you're apologizing for*
- ▶ *Share how you feel about what you did—embarrassed, sad, ashamed. And that you feel bad enough to change your behavior.*
- ▶ *By doing so you make your apology real and demonstrate your sincerity*



Honesty is **telling** the truth to ourselves and others

Integrity is **living** that truth.



★ *Integrity means consistency. It is being the kind of person you want to be regardless of the situation. That involves making wrongs right*

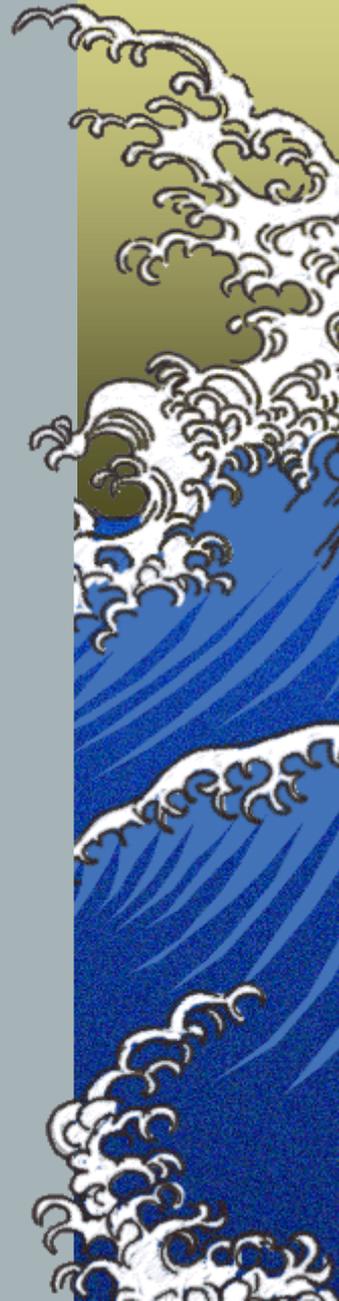


You have integrity when you

- ▶ *Recognise that what you did or failed to do is wrong and is inconsistent with who you want to be*
- ▶ *Reaffirm that you are better than your poor behavior and forgive yourself*
- ▶ *Recognize how much you have hurt others, and make amends to them for the harm you caused*



★ *Make a commitment to yourself and others not to repeat the act, and demonstrate your commitment by changing your behavior*



The legacy you **leave** is the
one you **live**.



**Without a change in your
behavior just saying “ I am Sorry”
is not enough.**



Apologize not for the outcome
but **because** you know that **you**
were wrong and that is the
right thing to do.



- ▶ *Just because you don't remember the incident doesn't mean you didn't cause any harm*
- ▶ *You apologize because it is the right thing to do*



The best way to apologize to someone you have harmed is to **tell** them you made a mistake, you **feel** badly about it and **how you will change** your behavior.



Every one minute apology
makes you more **aware** of
how much your behavior
affects others.



Taking responsibility

- ▶ *If you lie to yourself, lying to others becomes second nature*
- ▶ *Culpability is our part in the problem- or what we did to contribute to the situation.*
- ▶ *Sometimes it's because of an action we've taken, but more often than not, it's the result of inaction, because we haven't been honest with ourselves or others*



Self appreciation

- ▶ *Through four sources*
 - *The first is fate*
 - *Second is your early life experiences with adults- parents, relatives, teachers and coaches*
 - *Third is your successes and failures in life*
 - *Fourth is your perception of the first three*



- *The two ways in which ego gets out of control*
 - *The first way is with false pride*
 - *People with false pride don't like to share their vulnerabilities*
 - *The second way is self doubt*
 - *People with self doubt are afraid to admit they are wrong because they fear that others will find out how incompetent they are*



People with humility **don't**
think less of themselves they
just think of themselves **less.**

You have to intentionally separate who
you are from what you do



Apologizing to yourself

- ▶ *Apologize to your self for the behavior you are not proud of*
- ▶ *Resolve to avoid repeating the behavior*
- ▶ *Repair the damage you have done to yourself and others by behaving differently*

**You can't control the outcome of events
But you can control what you think and what
You do**



*When you honestly express your
feelings
with someone you care about, you
show
respect for yourself
and the relationship.*



- ★ *No matter how you push and shove for money, recognition, power, prestige and possessions, when life is over, everything goes back in the box.*
- ★ *The only way to repair the damage we have done to ourselves and others is to be honest, admit we were wrong, apologize and commit to change our behavior*



**A One minute apology
can be an effective way
to correct a mistake
you have made &
restore the trust needed
for a good relationship.**

