

“One of the most profound interactions is the offering and accepting of apologies. Apologies have the power to heal humiliations and grudges, remove the desire for vengeance, and generate forgiveness on the part of the offended parties. For the offender, they can diminish the fear of retaliation and relieve the guilt and shame that can grip the mind with a persistence and tenacity that are hard to ignore....Most people, if asked, will tell you stories of grudges that have destroyed important relationships, and, in some instances, even torn families and friends apart.” On Apology, Aaron Lazarre

17 Actions That Harm: betrayal of trust, breaking a promise, deceit, abuse, neglect, gossip, slander, breaking a confidence, creating a negative-toxic environment, being mean-cruel, manipulative-exploitive, stealing, humiliating or disrespectful, unfair, falsely accusing, denigrating beliefs, violating privacy.

1. I have harmed _____

2. I harmed him/her by _____

3. I feel guilty for the harm I've done _____ How my guilt is affecting me _____

4. I feel ashamed for the harm I've done _____ How my shame is affecting me _____

5. What led me to do this harm _____

6. How my life would be better if I made amends (physically, mentally, emotionally, spiritually) _____

7. Resources I need to support me in this amends process: __confidant__
counselor, __minister__ journaling__
prayer__meditation__other _____

8. 8 Steps of Making Amends:

1. Honestly admit to ourselves that we harmed someone
2. Feel sorrow/remorse
3. Decide to forgive ourselves for the harm we've done
4. Forgive the other person if they have done something to harm us
5. Directly communicate with the person we are sorry for the specific way we hurt them (unless bringing it up will bring more harm; timing is important; don't be attached to a specific outcome or response of the person—like forgiveness or reconciliation)
6. Ask the person what we can do to make up for the harm we've done—and be willing to do, within reason, what they request
7. Confirm with the person that we will do our best to never repeat that harmful action again
8. Ask if they will forgive us for the mistake we made/harm we did