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## **7 Steps of Making Amends**

Making amends to someone we have harmed is the right thing to do. It shows empathy and caring and helps restore that part of the person that our harm damaged.

*“The most common cause of a failed—or avoided- apology is the offender’s pride. It is fear of shame. To apologize, you have to acknowledge that you...failed to live up to values like sensitivity, thoughtfulness, fairness, and honesty...an apology is a show of strength...an act of generosity.”*

Dr. Aaron Lazare

## **14 Actions that harm others**

1. betrayal of trust 2. breaking a promise 3. Lying 4. abuse (physical, emotional, sexual) 5. gossiping or slandering 6. breaking a confidence 7. creating a pessimistic environment 8.mean, cruel 9.unfair 10.expoitive, manipulative 11.humiliating, disrespectful 12.false accusation 13.denigrate beliefs or affiliations 14. violating privacy

## **7 steps of making amends**

1. Honestly acknowledge to ourselves that we made a mistake and harmed someone.
2. Feel sorrow for how we have harmed the person.
3. Forgive ourselves for the mistake we made.
4. Forgive the other person for any mistake he/she made and for any harm he/she has done to us.
5. Tell the person we are sorry for the specific way we hurt him/her (unless bringing up the issue will cause the person more harm). We share our regret. We make sure the timing is right in approaching the person.
6. Ask the person what we can do to make up for the harm we have done.
7. Confirm with them we will do our best not to repeat that behavior with them or with others.