

## THE FIVE LANGUAGES OF APOLOGY

**1. Expressing Regret.**

Saying: *'I'm Sorry.'*

**2. Accepting Responsibility.**

Saying: *'I was wrong.'*

**3. Making Restitution.**

Saying: *'What can I do to make it right?'*

**4. Genuinely Repenting.**

Saying: *'I'll try not to do that again.'*

**5. Requesting Forgiveness.**

Saying: *'Will you please forgive me?'*

From *The Five Languages of Apology*, Gary Chapman & Jennifer Thomas, (Chicago, Northfield Publishing, 2006).