



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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Confidential *Impartial* *Informal* *Independent*

MAKING AN APOLOGY

Making an apology requires humility and acceptance of the truth.

Apologize in a timely fashion or you will lose the opportunity to do so.

Taking responsibility for your actions means that you recognize that you made a mistake and offended someone.

Letting go of your pride and saying outright, "I apologize" is admirable. Do so in a confidential setting.

Conveying your emotions is okay – whether it is guilt, remorse or regret.

Rushing or glossing over an apology can be perceived as insincere.

Having an ulterior motive is *not* an apology.

Writing an apology should be short, concise, clear and to the point.

- Be respectful and keep to the facts.
- Formally address the person and include your full name and contact information.
- Include the behavior or issue that was perceived as offensive and/or harmful.

Explaining away your behavior will dilute your message and appear disingenuous.

Apologizing when there is perceived unfairness by the other party can help resolve conflict.

Apologize only if there is a reason to do so.

*"Never ruin an apology with an excuse."
— Benjamin Franklin*

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