



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**PROJECT  
CORNERSTONE**  
A YMCA of Silicon Valley Initiative

## Kindergarten Steps to a *Genuine Apology*

Everybody makes mistakes. Anyone can have a day when their *bucket is empty* and say something unkind or do something to cause pain or hurt feelings. Let's **practice** how to deliver a *genuine* apology!

### Try This!

1. **Do a feelings check.** Understand your words have hurt someone. Listen to what they are saying and note their tone and body language.
2. **Take responsibility for what you did.** Be specific and say:
  - a. *"Oh No! I spilled your cup of juice all over your shirt!"*
  - b. *"I took your iPod without asking."*
3. **Use the words "I am sorry".** Say what you are sorry for. Ask them if you're not sure.
  - a. *"I am sorry that I got your shirt all wet. I think I ruined it!"*
  - b. *"I am sorry. I know you thought someone had stolen your iPod. You must have been worried that you would never see it again."*
4. **Suggest ways to fix the situation.** Ask the other person, "What can I do?" Offer suggestions on what you might do to make things better.
  - a. *"Let me get some napkins to dry you off. Would you like to wear my sweatshirt for the rest of the day?"*
  - b. *"I will ask you before I borrow anything in the future."*
5. **Promise** to change your behavior.
  - a. *"Next time, I will be more careful when I find my seat."*
  - b. *"I will ask you before I borrow anything from you in the future."*