

5 Characteristics of an Authentic Apology

1

Be Vulnerable

If an apology doesn't create vulnerability and isn't therapeutically painful, it's not an apology at all.

2

Be Authentic

Be authentic and don't offer an excuse. An apology can't have ulterior motives or be a means to an end.

3

Conduct a Moral Audit

You need to conduct a "moral audit" by looking in the mirror and asking, "How did I get here and how did I drift from the person I aspire to be?"

5

Move from Regret to Change

Turn regret into a real change in behavior. New behaviors must be reinforced by an investment in avoiding the same mistakes.

4

Open a Two-Way Dialogue

You must encourage feedback. This includes truly opening up to input and two-way conversation and embracing ideas as to how to improve.