

## STATEMENTS OF REGRET

- ♥ *I know now that I hurt you very deeply. That causes me immense pain. I am truly sorry for what I did.*
- ♥ *I feel really bad that I disappointed you. I should have been more thoughtful. I'm sorry that I caused you so much pain.*
- ♥ *At the time, obviously I was not thinking very well. I never intended to hurt you, but now I can see that my words were way out of line. I'm sorry that I was so insensitive.*
- ♥ *I am sorry that I violated your trust. I've created a road-block in our relationship that I want to remove. I understand that even after I apologize, it may take awhile for you to venture down the road of trust with me again.*
- ♥ *You were promised a service that we have not provided. I am sorry that our company clearly dropped the ball this time.*

## STATEMENTS OF ACCEPTING RESPONSIBILITY

- ♥ *I know that what I did was wrong. I could try to excuse myself, but there is no excuse. Pure and simple, what I did was selfish and wrong.*
- ♥ *I made a big mistake. At the time, I didn't think much about what I was doing. But in retrospect, I guess that's the problem. I wish I had thought before I acted. What I did was wrong.*
- ♥ *The way I spoke to you was wrong. It was harsh and untrue. I spoke out of anger, trying to justify myself. The way I talked to you was unkind and unloving. I hope you will forgive me.*
- ♥ *I repeated a mistake that we've discussed before. I really messed up. I know that it was my fault.*

## STATEMENTS OF RESTITUTION

- ♥ *Is there anything I can do to make up for what I have done?*
- ♥ *I know I have hurt you deeply, and I feel like I should do something to repay you for the hurt I've caused. Can you give me a suggestion?*
- ♥ *I don't feel right just saying "I'm sorry." I want to make up for what I've done. What would you consider appropriate?*
- ♥ *I know that I've inconvenienced you. May I give you some of my time to balance things out?*
- ♥ *I regret that I've damaged your honor. May I make a (public) correction?*
- ♥ *I've broken this promise a million times. Would you like for me to put my commitment to you in writing this time?*

## STATEMENTS OF GENUINE REPENTANCE

- ♥ *I know that my behavior was very painful to you. I don't ever want to do that again. I'm open to any ideas you have on how I might change my behavior.*
- ♥ *How could I say that in a different way that would not come across as critical?*
- ♥ *I know that what I am doing is not helpful. What would you like to see me change that would make this better for you?*
- ♥ *I really do want to change. I know I'm not going to be perfect, but I really want to try to change this behavior. Would you be willing to remind me if I revert to my old patterns? Just say "relapse." I think that will help me to stop and change my direction.*
- ♥ *I let you down by making the same mistake again. What would it take for you to begin to rebuild your trust in me?*
- ♥ *This is such a long-term pattern for me. While I want to change, I know it will be hard, and I may fail, hurting you again along the way. I would really appreciate it if you would help me think about a way to help my changes stick and encourage me when you see me doing things that help. Can I count on you to be my teammate in this?*

## STATEMENTS REQUESTING FORGIVENESS

- ♥ *I'm sorry for the way I spoke to you. I know it was loud and harsh. You didn't deserve that. It was very wrong of me, and I want to ask you to forgive me.*
- ♥ *I know that what I did hurt you very deeply. You have every right never to speak to me again, but I am truly sorry for what I did. And I hope that you can find it in your heart to forgive me.*
- ♥ *I didn't intend to hurt you but obviously I have. I realize that now, and I see that my actions were wrong even though I was just trying to have fun. It's never right to have fun if someone gets hurt. I promise you I will try to never do that again. And I want to ask you if you will please forgive me.*