

S

Stand up by reflecting and acknowledging.

What I could say:

I'm sorry I made a rude comment on your Facebook post about
your party.

O

Own it by accepting responsibility.

What I could say:

I was mad that I wasn't invited.

R

Respond differently than the first reaction.

What I could say:

I should have asked you if we could do something fun next weekend.

R

Repair the damage by fixing it or making it better.

What I could say:

I deleted my comment, but is there something else I can do to make
this better?

Y

Yield to their feelings by letting them be upset.

What I could say:

I know you might still be angry with me.

Combine the SORRY statements for a genuine apology:

I'm sorry I made a rude comment on your Facebook post about your party. I was mad that I wasn't invited. I should have asked you if we could do something fun next weekend. I deleted my comment, but is there something else I can do to make this better? I know you might still be angry with me.