

Restorative practice apology

Sentence starters

The first step is knowing that conflict is normal, and when it is managed positively it can lead to constructive changes and opportunities to learn. Explicitly teaching students to develop and refine skills that communicate remorse is a great next step. In other words, teach them the power of an apology.

Explicitly teach students how to offer an apology

- I apologise for _____
- I can see that I upset you by _____ and I am sorry.
- I realise that what I did made you feel ____ and I am sorry for making you feel ____.
- I am truly sorry that I did this. I want to make things better. Tell me how I can do that.
- In the future I will _____.

Explicitly teach students what not to do when offering an apology

- Make an excuse, for example 'I was just having a bad day'.
- Exaggerate or blame someone else.
- Take responsibility for something that you truly did not do.
- Expect immediate forgiveness. Sometimes feelings can take time to recover.
- Look at the ground or face away from the person. While you do not necessarily have to look the other person in the eyes, pay attention to body language. If your body language is closed and angry the apology will not likely be seen as genuine.

Explicitly teach students to accept an apology

- Because I know you will not do this again, I accept your apology.
- I'll accept your apology because _____
- Because you know that _____ made me feel _____, I accept your apology.
- Because you know that _____ hurt me by _____, I accept your apology.