



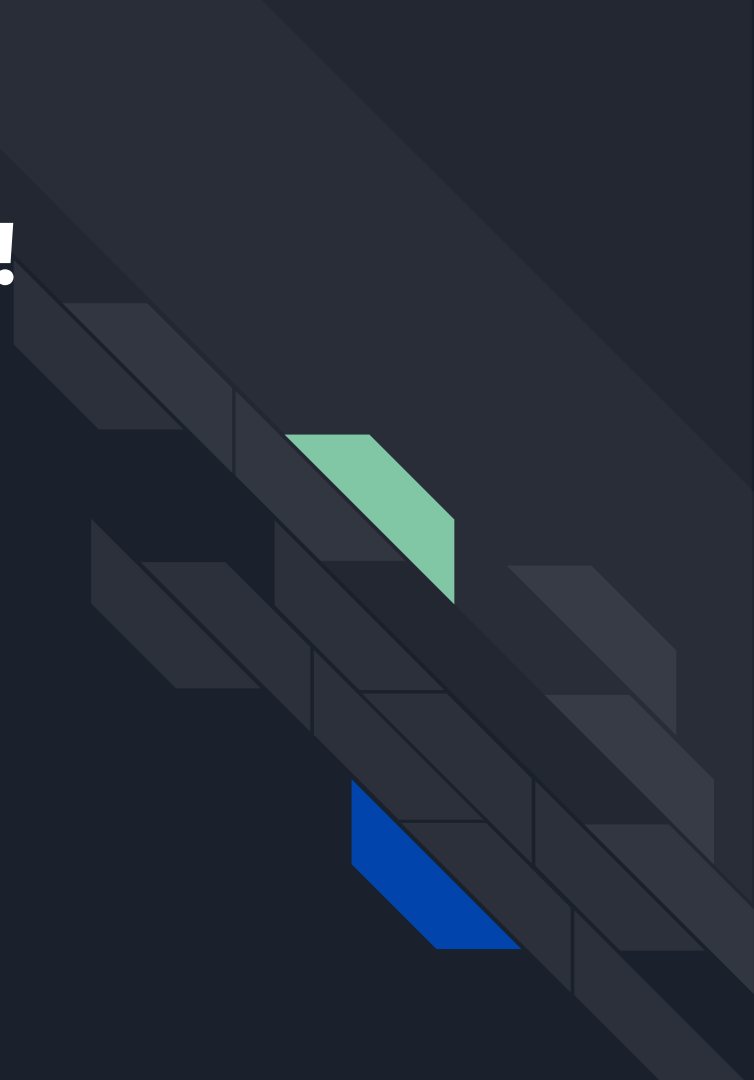
Calling work and apologies

Unit 3

Mixed-Level Warm Up!

How was it?

What did you talk about?



Unit 2 Review

Let's see the emails you sent!



- When will you use this email format next?
- Can you use them daily?

What are Apologies ?

- What is an apology?
- Why do you apologize? (reasons)
- How do you apologize?
- What are some ways to say it?




Apologies

 Excuse me




 Ever so sorry.

 I had that wrong.

 I owe you an apology.


 I take full responsibility.

 I wanted to tell you I'm sorry.


 I'd like to apologize.

 My apologies.



 How stupid / careless / thoughtless of me.

 I apologize.

 I hope you can forgive me.

 I sincerely apologize.

 I want to apologize.

 I was wrong on that.

 I'm (so/very/terribly) sorry.

 My fault, bro. (US)

When to use different apologies (1)

Minor Inconveniences

- *Stepping on someone's foot*
- *Arriving late for class*
- *Receiving the wrong food at a restaurant*



When to use different apologies (2)

Honest Mistakes

- *Forgetting to do something*
- *Offending another person*
- *Damaging something accidentally*



When to use different apologies (3)

Serious Offenses

- *Cheating on a spouse*
- *Stealing something*
- *Intentionally hurting someone*



1. **A request for their attention**

Before apologizing, the offender needs to ask the offended for their attention.

2. **An admission of what happened**

The next step in apologizing is to state what happened without making excuses.

3. **A Sincere Admission**

The third piece of an apology is a sincere admission that you did something wrong.

4. **The apology**

Step four is the actual apology.

[Slide 5: Apologies](#)

5. **Some humor (optional)**

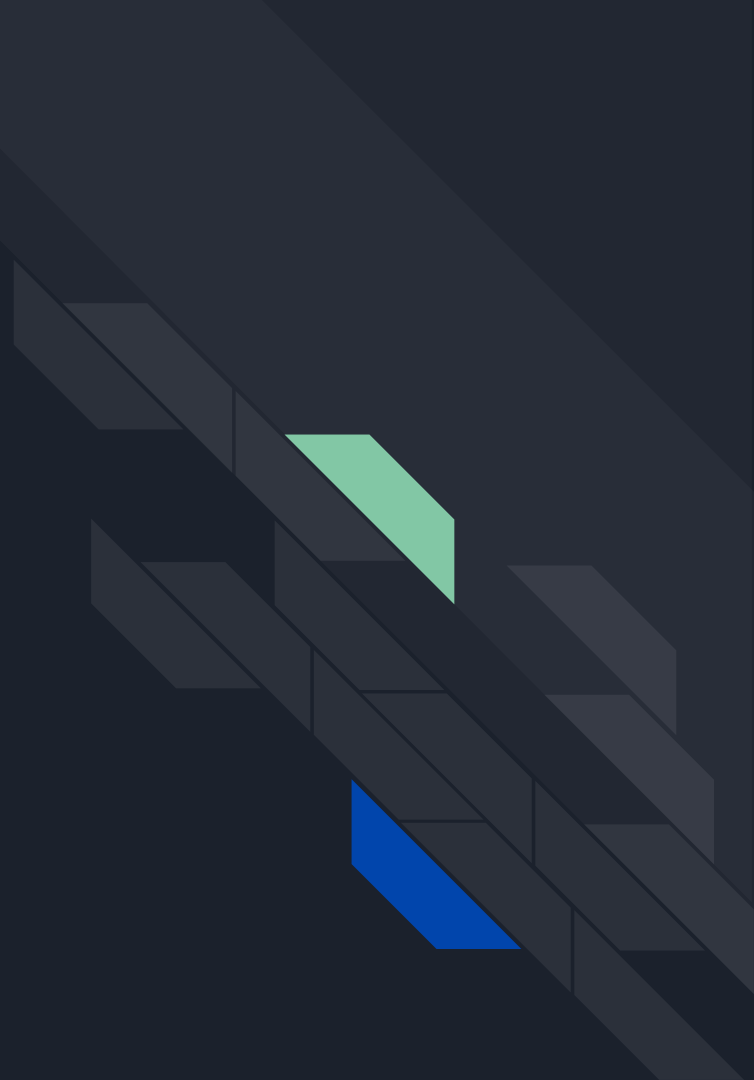
Depending on how close they are, the apologizer might choose to include humor to lighten the mood.

6. **Time to forgive**

Finally, the offended person should have time to forgive the offender.

Let's Role Play!

- You will work in a Breakout room!
- In each scenario, what do say to apologize?



Closing

Great work!!

Come to tutoring today:

<https://gonzaga.zoom.us/j/99693943458>

