



Blazo Nedic, webinar  
"Apology in Mediation"  
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## 9 RULES OF APOLOGIZING

<b>DO NOT</b>	<b>DO</b>
Be arrogant	Be humble
Blame others	Tell the truth
Be vague	Be specific
Deny responsibility	Accept responsibility
Minimize harm	Acknowledge harm
Be defensive	Offer explanation (not excuse)
Qualify the offense	Offer reparations
Use passive voice	Learn a lesson
Use legal terminology	Ask for forgiveness