



Blazo Nedic, webinar
"Apology in Mediation"
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Meanings of an Apology¹

REMORSE: I wrongfully hurt you and I am sorry.

REGRET: My actions were justified, but they hurt you and I am sorry I hurt you.

EMPATHY: I had nothing to do with your injury but I am sorry you are hurting.

SOCIAL

HARMONY: I disagree with your accusation that my actions wrongfully hurt you but will apologize to keep the peace.

HARMLESS

ERROR: I am sorry I hurt you. No, you did not hurt me.

EXTERNALY

MOTIVATED: My beliefs about whether I wrongfully hurt you are irrelevant, I will apologize to avoid negative consequences of not apologizing.

¹ Prof. Peter Robinson, Straus Institute for Dispute Resolution, Pepperdine University School of Law ©.