Apology languages pdf

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Why is apologizing so difficult? Saying “I was wrong, I made a mistake, I’m sorry” is more painful than root canal therapy for some people.As a psychotherapist, I’ve found that our ability to apologize is directly related to the shame we carry. Burdened with a deeply ingrained sense of being flawed or defective, we mobilize to avoid being flooded by a debilitating shame.When we recognize that we’ve done or said something offensive or hurtful, we may notice an uncomfortable feeling inside. We realize we’ve broken trust and done some damage.Our response to violating someone’s sensibilities may go in three possible directions:1. We Don’t CareWhen our personality structure is rigid and hardened, we don’t register others’ pain. Having cut ourselves off from our own painful and difficult feelings, we have a blind spot to human suffering. It can be maddening to be involved with someone who has been so driven by shame that they distance themselves from you. They don’t see you because all they know is that their survival depends on keeping shame at bay. If they were to allow any hint of shame to enter their awareness, they’d be so paralyzed by it that they could no longer function — or at least that’s the belief they hold. They don’t know how to take responsibility without it becoming painfully fused with self-blame and shame.Sociopaths do not allow themselves to experience empathy for others. They are so shame-bound, perhaps due to early trauma, that they have no shame (they’ve become numb to it). They don’t notice how they affect others. Apart from some possible fleeting moments, they don’t care about anyone’s feelings.2. We Care About Our ImageIt doesn’t take being psychic to recognize when someone is unhappy with us. Evoking a person’s tears or tirades tells us that we’ve stepped on their toes. If this is a friend or partner we care about or a political constituency we don’t want to alienate, we might realize that need to muster up some kind of apology to repair the damage and get the unpleasant matter behind us.It is maddening to get no apology from a person who has hurt us. But it can be even more upsetting — or decidedly confusing — to receive an apology that isn’t really an apology. For example, we hurl harsh words or cheat on our partner and witness the damage, we realize that some apology is necessary to repair the injury.An insincere apology would be something like:I’m sorry you feel that way.I’m sorry if I offended you.I’m sorry, but aren’t you being too sensitive?Such non-apologies miss the point. They are weak attempts to head off being blamed and criticized. We try to “make nice” but our heart isn’t into it. We haven’t allowed the person’s hurt to register in our heart. We haven’t allowed ourselves to be genuinely affected by the pain we’ve generated in their lives. These pseudo-apologies are strategies that keep us well-insulated from the healthy shame of realizing that we hurt someone or messed up, which we all do from time to time (if not often); it’s simply part of being human.Hard-driving politicians are notorious for offering insincere apologies. They’re not devoted to being real; they’re invested in looking good. Protecting their carefully honed image is of paramount importance. For people who are attached to their self-image, it’s a quandary when they mess up. If they admit their mistakes, they might look bad. They may make the calculation that it’s best to cover it up and push onward. However, if they don’t acknowledge their mistake, they might also look bad; they may be viewed as arrogant and self-centered, which might also damage the false image they’ve been promoting.So here’s the curious dilemma for an ego- and image-driven person: how to respond when making a mistake? One seemingly elegant solution is to offer what seems like an apology, but isn’t really one: “I apologize if I offended you.” This is a crazy-making statement. It comes from our head. We didn’t put our heart on the line; we protected our vulnerability. The person receiving such an “apology” might respond: You did offend me. You hurt me. Your antiseptic apology doesn’t really reach me. I don’t get any sense that you’ve been affected by how I feel.”An expedient “apology” is insincere because we’re protecting ourselves from heartfelt human relating. We don’t want to get our hands dirty. We casually flip a comment that seems like it will satisfy the injured party, but it won’t. And we’re likely to repeat the mistake because we refuse to reflect deeply on the matter and make a real change in our behavior.A Sincere ApologyA genuine apology is more than mouthing the words. It’s registering the damage we’ve done. When our words, our body language, and our tone of voice derive from a deep recognition of the pain we’ve caused, true healing and forgiveness become possible. We might say something like, “I’m really sorry I did that” or “I can see how much pain I caused you and I feel bad about that” rather than a more cold, impersonal, and half-hearted, “I’m sorry if you were offended by that.“ “Sorry” is related to the word “sorrow.” A sincere apology includes feeling sorrow or remorse for our actions.Apologizing doesn’t mean berating ourselves or being paralyzed by shame. But allowing ourselves to experience a light and fleeting shame can get our attention. It’s natural to feel at least a little bad when we’ve hurt someone — and perhaps very bad (at least for a time) if we’re hurt them really badly. If we can let go of our self-image, we might discover that it can actually feel good to offer a heartfelt apology. It connects us with the person we’ve hurt. And it may surprise us that our image actually improves if we display a sincerity that derives not from some calculation or manipulation, but from the depths of our human heart. NEW YORK (MarketWatch) -- As the business world has globalized, it has become more important than ever for workers to speak a second language, whether you're an executive who's been given an important assignment abroad or a sales representative dealing with foreign customers here at home. And yet, warns Bret Lovejoy, executive director of the American Council on the Teaching of Foreign Languages, the numbers of high school students studying a foreign language have actually dropped in recent years. Part of moving up in your career is acquiring new skills and one of the most rewarding is learning to speak a second (or even a third) language. Even if you're not jet-setting around the globe right now, learning another language can open many doors by making you a more attractive candidate for positions in the future. The cheapest way to get started is with a self-taught course that combines audio tapes or CD's and a textbook. A course in Mandarin from Audio-Forum will cost you $225 for five hours of cassettes and course books and you can study everything from Afrikaans to Zulu. The federal government's National Technical Information Service sells well-known courses in 41 languages developed for State Department employees. A beginner course in German costs $162 and includes cassettes and text. Go to www.ntis.gov and click on audiovisual products. Continuing education classes are widely available through colleges and universities and offer you the chance to converse with others as you learn. However, they don't offer the same variety and stick mainly to popular languages. Rice University in Houston gives eight-week courses in Chinese, Spanish, Russian, Arabic and other languages for $340. Hunter College in New York charges $300 for five-week classes in a similar array of languages plus the cost of textbooks. On the pricier side, chains like Berlitz offer small classes or intense immersion programs for those who want to learn a language quickly. While Spanish, French and German remain mainstays of their business, says Berlitz spokeswoman Khristina Westbrook, "Mandarin, for business, is blowing out of the water at this point." Most people opt for small four-person classes that cost $700 for 30 lessons at the beginner level. Five-day immersion programs, where teachers work one-on-one with a student for 8 hours a day start at $2,500. If you want an option that is tailored to your schedule and needs, a private tutor might be what you need. Depending on where you are, the cost will vary but expect to pay $25 to $35 an hour for one-on-one instruction. Some commercial tutors will charge far more than that so if you want cheaper options search online using Craigslist.com or another listings site or inquire about hiring a graduate or college student in the relevant department at a nearby university. "There are a lot of different approaches," says Lovejoy. "But the key is using the language with others." Many people have complicated feelings about apologies, and not all of our thoughts and feelings about apologies line up. Some of us were forced to apologize as children when we hurt someone, and some of us apologized freely and felt immediately better after having done so. Some people feel shamed by apologizing while others feel ashamed until we have done so. While a popular movie from decades ago declared that "Love means never having to say you're sorry," many relationship experts warn that never apologizing in a relationship is a sure way to risk losing it. We may have learned about the need for apologizing when we've hurt a friend—accidentally or otherwise—but do you know why apologizing is really important, and what function a good apology serves? Researchers and psychologists have pinpointed some important reasons why apologizing is necessary when social rules have been violated. Some of the good things that come from a sincere apology: Apologizing when you've broken a rule of social conduct—from cutting in line to breaking the law—re-establishes that you know what the "rules" are, and you agree that they should be upheld. This allows others to feel safe knowing you agree that hurtful behavior isn't OK.Apologies re-establish dignity for those you hurt. Letting the injured party know that you know it was your fault, not theirs, helps them feel better, and it helps them save face.Apologizing helps repair relationships by getting people talking again, and makes them feel comfortable with each other again.A sincere apology allows you to let people know you're not proud of what you did, and won't be repeating the behavior. That lets people know you're the kind of person who is generally careful not to hurt others and puts the focus on your better virtues, rather than on your worst mistakes. Relationships can be great sources of stress relief, but conflict can cause considerable stress, which really takes a toll. Learn the art of apologizing effectively and you may find a significant reduction in the negative effects of conflict and relationship stress because apologies help us put the conflict behind us and move on more easily. There are many benefits that come from forgiveness in terms of and happiness and stress relief as well. In these ways, being adept at apologizing when appropriate can bring the benefits that come with stronger relationships, reduced conflict, and forgiveness—it's well worth the effort. Hosted by Editor-in-Chief and therapist Amy Morin, LCSW, this episode of The Verywell Mind Podcast shares why it's OK to give second chances, featuring Purple Heart recipient Craig Rossi and Fred. Follow Now: Apple Podcasts / Spotify / Google Podcasts For some people, an apology often feels like an admission that they are inadequate—that, rather than having made a mistake, there is something inherently wrong with them. Others believe that offering the first apology after an argument is an admission of guilt and responsibility for the entirety of a conflict that involved wrongs on the part of both parties; they think an apology from them will allow the other person to take no responsibility for their own part in the conflict. Sometimes an apology seems to call added attention to a mistake that may have gone unnoticed. However, in the right circumstances, a well-delivered, appropriately sincere apology will generally avoid all of these issues, and will merely serve to usher in a resolution, reaffirm shared values, and restore positive feelings. You just have to know when and how to deliver your apology. If something you've done has caused pain for another person, it's a good idea to apologize, even if whatever you did was unintentional. This is because apologizing opens up the doors to communication, which allows you to reconnect with the person who was hurt. It also allows you to express regret that they have been hurt, which lets them know you really care about their feelings. This can help them feel safer with you again. Apologizing also allows you to discuss what the "rules" should be in the future, especially if a new one needs to be made, which is often the case when you didn't hurt the other person intentionally. Creating new rules for the relationship can help you be protected from getting hurt in the future as well. Basically, if you care about the other person and the relationship, and you can avoid offending behavior in the future, an apology is usually a good idea. This doesn't mean that you need to take responsibility for things that were not your fault. For example, you can express regret at unintentionally hurting someone's feelings, but you don't have to say you "should have known better" if you truly feel there is no way you could have known they would be hurt by your actions—this is where creating a new rule can help. (For example, "I'm sorry I woke you! Now that I know you don't want people to call you after 8 p.m., I will be careful not to do so.") Taking responsibility also means specifying what you did that you believe was wrong, but can entail gently mentioning what you believe was not wrong on your part. In this way, you protect yourself from the feeling that if you are the first to apologize, you are taking responsibility for the whole conflict, or for the bulk of it. It is also important to remember that an apology can include a simple statement such as "I am sorry that you felt that way." An apology does not necessarily have to involve stating that you did something wrong. Instead, it may be an acknowledgment that you hurt another person. Sometimes when you don't see eye to eye with another individual, an apology will turn into another argument. ("I am sorry, but...."). You can avoid this kind of circular argument by just acknowledging someone else's feelings and that you hurt them. It is important to note that apologies that involve empty promises are a bad idea. One of the important functions of an apology is that it affords the opportunity to re-establish trust; resolving not to repeat the offending behavior—or to make whatever change is possible—is an important part of an apology. If you promise to change but then don't, the apology merely calls attention to the fact that you've done something even you agree is wrong, but refuse to change. Don't make promises you can't keep, but do try to make reasonable promises to avoid hurting the person in the future, and the follow through on those promises. If the other person is expecting something unreasonable or impossible, perhaps you're taking responsibility for more than you need to. An insincere apology can often do more damage than no apology at all. When you are apologizing, it is important to include a few key ingredients so you can apologize sincerely. They should help you to maintain healthy, happy relationships with your friends, family and loved ones.

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