



Passive

Insight: While "I'm Sorry" can be delivered as a genuine gesture and appropriate for the circumstances. It may not be enough. It may be too vague and the other participant may want/need something more...

Beliefs

Insight: Self-awareness is critical understanding what you want/need in the form of an apology as well as an understanding how you apologize and if there is something more you need to develop an effective apology...

Active

Insight: Taking an active approach and being specific acknowledges your role as well as identifies "something" different is going to take place along with providing the other participant with an opportunity to have a voice in the process...