THE 5 MINUTE GUIDE ON HOW TO

apologising

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Are you a 'sorry!' person?

Are you someone who overly apologises? Saying sorry for things that are not even your fault or where the situation doesn't warrant it? Are you so keen to avoid conflict that you say sorry just to please others?

Saying 'sorry' has become an automatic polite phrase these days for many people. It's an apology about what you did wrong and shows no ill intent was meant. We use it because we believe we've caused some displeasure for someone else. The focus is on the apologiser. There are times 'sorry' has it's place - when you bump into someone, were too loud, etc to show your genuine regret for a mistake. But over apologisers don't stop there!



Consider saying 'Thank You' instead

Thank you on the other hand places the focus on the other person and takes the focus away from ourselves - it expresses gratitude, appreciation for others and acknowledges someone for doing something right.

As Jenny Marchal wrote for <u>LifeHack:</u> "[Thank you is] a very powerful phrase that takes away from ourselves and gives warmth to those around us"

In NLP we study the use of language and how we can become more effective communicators.

Considering the words we use and their intent and impact on US and others is key. This is a great example of changing one work and it getting you a different outcome.



Translating 'Sorry' to 'Thank You'

Here are some examples ...

I'm sorry I'm late



Thank You for your patience

Sorry for going on and on



Thank You for taking the time to listen

Sorry for taking up so much of your time



Thank You for giving me your time & helping me

Sorry I couldn't pick the kids up



Thank You for pick up the kids

Sorry I can't cook tonight



Thank You for taking care of me

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Thank You!

Thank you for downloading this guide and I hope you found it helpful for considering replacing 'sorry' with 'thank you'. 'Sorry' is not a bad word, there are times when it's appropriate. If however you overuse it perhaps it's time to consider what's driving your need to say it so often ...

If you're ready for some personal and professional development to get behind what's making you over apologies AND you want to SORT IT, then check out our

NLP Practitoner Course

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