



## CLEARING *Conversations*

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### 1: ACKNOWLEDGE

State clearly what it is what you did that you'd like to take responsibility for, and what was out of integrity about it.

**Wording Examples:**

"There's something I'd like to take responsibility for..."

"There's something I'd like to clear with you"

"I did \_\_\_\_\_, and I wish I would had done \_\_\_\_\_."

### 2: EMPATHIZE

Share why what you did was out of integrity, and how it might have impacted them. These words go a long way when asking for forgiveness.

**Wording Examples:**

"I can imagine this must have made you feel \_\_\_\_\_, as I committed to you that I would do \_\_\_\_\_."

### 3: RECOMMIT

State what you are committed to doing to right this going forward, or what you are going to put in place to prevent this in the future.

**Wording Examples:**

"I recommit to \_\_\_\_\_, and am going to do \_\_\_\_\_ to make sure that I stay in integrity this time."

"I'm going do \_\_\_\_\_ to make up for this."

"If I don't follow through with my word this time I give you permission to \_\_\_\_\_."

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## 4: APOLOGIZE

People often skip to step #4 when wanting to clear something, but without doing steps 1-3 an apology often feels “hollow” and does not clear the air completely.

### Wording Examples:

“I’m sorry.”

“Will you forgive me?”

“I apologize, and ask for your forgiveness.”

## 5: HOLD SPACE

Pause and let them be heard without being defensive or giving excuses. Firmly stand in what you said in steps 1 & 2, and maybe reiterate it again without mentioning what they’ve done out of integrity. (Their part can be addressed in a separate conversation.)

They may need to take space and come back to the conversation after they process their emotions or get re-grounded.

## 6: REPEAT IF NECESSARY

If they do not state that they accept the apology, or it doesn’t feel completely cleared you can go back to the person when the emotional charge has subsided and repeat steps 1-4.

### Wording Examples:

“Will you accept my apology?”

“Does this feel complete for you?”

“Is there anything else you’d like for me to do for this to be cleared for you?”

“Is there anything you’d like to hear for me for this to feel complete?”