



extraordinary
of feedback

listening learning caring

the power of apology

Say “I’m sorry” or “I apologise”

Name the wrong doing – be specific

Accept/acknowledge “I got it wrong”

Show you recognise the impact/consequences

Agree actions and do it!

“an apology is the superglue of life. It can fix just about anything?”

New South Wales
Ombudsman

3R's
Regret
Reason
Remedy

Regret

- say sorry
- accept responsibility
- sincere, real, authentic

Reason

- be honest and open
- explain rather than defend
- unpalatable truth

Remedy

- what will put things right
- agree next steps
- feedback to all involved

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listening learning caring

5A's of extraordinary feedback

accept
their experience
their truth
"I agree..."

apologise
it's ok to say sorry
3 R's
"I am sorry"

act
offer to help
think next steps
"I will..."

appreciate
value feedback
notice other perspectives
"Thank you..."

authenticity
sincere, real, meaningful

DA professional

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