

# THE ART OF THE APOLOGY FOLLOW-UP TOOL KIT

**Agree**

**Apologize**

**Ask**

**Action**

**Appreciate**

# The Art of the Apology Follow-up Tool Kit

## The Art of the Apology Follow-up Tool Kit Guide

The Art of the Apology Follow-up Tool Kit includes a wide variety of activities you can use to reinforce this skill with your employees. Whether you manage a small group or a large team with multiple levels, you'll find follow-up activities that will work in your environment.

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# The Art of the Apology Follow-up Tool Kit

## Mini Training Refresher: Art of the Apology (Scripted Version)

*Note: Spend about 3 minutes presenting the content on this page.*

WHY	HOW
Introduce the purpose of today's meeting	<b>SAY:</b> Today, we are focusing on: The Art of the Apology. This meeting is designed to give us <b>more practice time</b> with the Art of the Apology or the 5 A's. Once again, this is simple, and it's not easy!
Review why the skill is important	<b>ASK:</b> Why is using the Art of the Apology so important?  <i>Possible responses:</i> <ul style="list-style-type: none"><li>• If you don't have options, you have to apologize.</li><li>• People aren't satisfied unless they receive a sincere apology.</li></ul>
Review how to apply the skill	<b>ASK:</b> Who remembers the 5 A's in the Art of the Apology  <i>Correct responses:</i> <ul style="list-style-type: none"><li>• <b>Agree</b> with the emotions the resident/client is expressing</li><li>• <b>Apologize</b> that they are upset</li><li>• <b>Ask</b> questions to be sure you understand</li><li>• <b>Action</b> take action to resolve the issue as best you can</li><li>• <b>Appreciate</b> that they let you know so it doesn't happen again</li></ul>
Practice the skills	<b>SAY:</b> Now we'll do a quick activity to practice this skill.

# The Art of the Apology Follow-up Tool Kit

## (Scripted Version continued)

*Note: Spend about 7 minutes presenting the content on this page.*

WHY	HOW
<b>Practice Activity Set Up</b>  <b>(1 minute)</b>	<b>SAY:</b> First, let's think of a few good examples of when you had to apologize to a (Customer, Guest, Resident, Client, etc.).  <b>SELECT 1 or 2 EXAMPLES FOR THE EXERCISE BELOW</b>
<b>Group Practice</b>  <b>(2 minutes)</b>	<b>ASK the following questions and encourage your team members to provide answers.</b> <ul style="list-style-type: none"> <li>• What would you say to Agree?</li> <li>• What would you say to Apologize?</li> <li>• What would you Ask?</li> <li>• What Action would you take?</li> <li>• What would you say to Appreciate?</li> </ul> <b>ASK:</b> Who would like to put it all together for us?
<b>Pairs Practice</b>  <b>(2 – 3 minutes)</b>	<b>SAY:</b> Now each of you gets to practice. I want you to find a partner and take turns practicing the Art of the Apology in the situation we just went over. It's important for you to use your own words. We don't want you to sound scripted or insincere.  <b>ASK:</b> Before we start, what questions do you have?
<b>Wrap Up</b>  <b>(1 minute)</b>	<b>ASK:</b>  Who would like to share how you put the Art of the Apology into your own words?  How well did you feel you were able to apply the skill?  What can we do this week to continue to improve this skill?

# **The Art of the Apology Follow-up Tool Kit**

## **Mini Training Refresher: Art of the Apology (Key Ideas Version)**

1. Select 2 situations that your team members might have to apologize for.
2. Conduct a discussion around how to use the Art of the Apology in these situations.
3. Examples of questions you might ask:
  - a. What is the Art of the Apology?
  - b. What would you say to Agree?
  - c. What would you say to Apologize?
  - d. What would you Ask?
  - e. What Action would you take?
  - f. What would you say to Appreciate the (Customer, Guest, Resident, Client, etc.) for letting you know about the situation?

# The Art of the Apology Follow-up Tool Kit

## Short Huddles and Other Reinforcement Ideas

- Duplicate the poster in this Follow-up Tool Kit and display it in a prominent place or places.
- Select one or two situations where your team members might have to apologize and do one of the following:
  - Select one or two of the 5 A's and generate appropriate statements. For example, if you selected Agree, ask your team members to come up with empathy statements.
  - Use a Round Robin technique to practice the Art of the Apology. For each example you choose, have the first person say what he/she would say for the Agree. The next person says what he/she would say for the Apology. Continue this process through all the A's. Then begin again with the next example.
  - Repeat the Group Practice and Pairs Practice found on page 5.