

# **Apologize Effectively**

**Modality: On Demand**

**Duration: 15 Min**

## **About this Course:**

The power of apologizing and expressing regrets in times of mistakes, errors, and slipups is a formidable skill to have. Every normal person especially business professionals & employees can greatly benefit from learning the art of apologizing effectively. This course is designed to help professionals realize the psychology behind apology and understand why some apologizes are accepted yet others fail miserably.

The primary objective of this course is to train candidates with a 4-Step Psychology-based tool to help them successfully nail every apology. Candidates will learn how to master the art of apologizing and express regrets without denting their honor and pride. The four steps discussed in this course include Expressing Remorse, Admitting Responsibility, Making Amends, and Promising Never to Repeat.

This course helps professionals understand these psychological techniques to apologize effectively and make sure every word in a sincere apology plays its part. Mastering this trait can help business professionals succeed in their professional career and is a must-have skill for every professional, student, and personnel.

## **Course Objectives:**

The core objective of this course is to help professionals understand the basics of apologizing effectively with the 4-Steps Psychology-Based Tool. The four steps include:

- Step 1 – Express Remorse
- Step 2 – Admit Responsibility
- Step 3 – Make Amends
- Step 4 – Promise Never to Repeat

## **Audience:**

This course is specifically tailored for the following group of professionals and interested candidates:

- Business Professionals
- IT Support Staff
- Students
- Employees & Workers
- Clients & Customers
- Customer Service Professionals

## **Prerequisites:**

There are no obligatory prerequisites for the Apologize Effectively Course

## **Course Outline:**