

* Transforming
SORRY
to **THANKS**

* THANKING
instead of
APOLOGIZING

* THANK YOU
FOR YOUR
PATIENCE
-----*instead of*
Sorry I'm late

* THANK YOU
FOR YOUR
HELP
-----*better than*
Sorry to bother

* *Out of office*

* *Receiving criticism*

* *Choose empathy over apology*

* *No need to
apologize
for having
a question*

?

* *Sorry to bother but I have a
question —*
**EXCUSE ME, IS
NOW A GOOD
TIME FOR
QUESTIONS?**

* By saying
**THANK
YOU** – you
are identifying
the other
person and
recognizing
their
contribution

* **SAYING
THANK
YOU**
expresses
gratitude and
appreciation
for others

* Saying *Sorry* is
keeping the
focus on you –
in fact *it isn't all
about you* **WHY
NOT** *shift the
focus to being
grateful for the
other person?*

* *Sorry I blew it

thank you for
pointing that
out, what other
suggestions do
you have on how
I can improve?*

* Transforming
**SORRY FOR
MONOPOLIZING
YOUR TIME** ----
THANK YOU
for spending
**YOUR
TIME
WITH me**

* By recognizing the
other person
**YOU MAKE
THEM FEEL
IMPORTANT
AND SPECIAL**

* **CONFIDENCE**
instead of **apology**

* *Sorry I am not
available at this
time ----
Thank you for
your patience*
AND
understanding
**as
I am
out
of
office**

* *Thank you
for your
patience as
we navigate
this project
----- sorry I
haven't given
you a date I
will have this
done*

UNABLE
TO
MAKE
PLANS

* *Sorry I failed the team*

---- *This didn't go as planned
however, I'VE GOT THIS.*
Let me get back to work.

* *Sorry I'm late
again —*
**THANK
YOU FOR
WAITING
FOR ME**

* *Sorry I am not
available to
join you —*
**THANK
YOU FOR
your
understanding
as I am fully
committed**

* *I am sorry I
am so
sensitive*
—
**THANK
YOU FOR
BEING
accepting
OF ME**

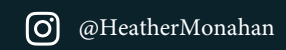
* *Sorry for all
of my
mistakes*
—
**THANK
YOU FOR
BEING
SO
patient
WITH
ME**

* *Sorry to ask for your help*

**THANK YOU
FOR YOUR
SUPPORT AND
ASSISTANCE**

* *Sorry for
talking too
much —*
**THANK
YOU FOR
HEARING
ME OUT**

* *Sorry you are
going through
this —
That sounds like
it was really hard
for you and
your family*



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