

**Watch the video and correct one word in each sentence. Type the correct words in the gaps**

1. Good apologies generally have certain elements.
2. While this is apparently an embarrassing accident, coming forward and apologizing is still the right thing to do.
3. She was really relying on your support.
4. Clearly, acknowledging wrongdoing shows that you know exactly how you messed up.
5. One ordinary offer of repair is a verbal commitment not to make the same mistake again.
6. Promising to do better only works if you in fact do better