Real Edu team

READING – HOW TO APOLOGIZE

Read the article and answer the question.

Why is it important to apologize?

There may be situations at work that warrant an apology from you. You may have been late for work, missed an important deadline or displayed uncharacteristic behavior. There are several reasons why it's important to apologize for your actions for several reasons. An apology can:

Show you acknowledge your actions

In addition to showing you acknowledge your part in a situation, you also acknowledge how your actions could have affected those with whom you work. For example, if you apologize for your tardiness, you're acknowledging that you were late to work, but you're also showing your colleagues you understand how your coming to work late can directly affect the projects you're working on together.

Help rebuild trust

Certain actions can break trust among colleagues, but your apology can help improve the situation and help your peers trust you again. When colleagues trust each other, they are usually more productive, creative, team-orientated and collaborative, which helps improve the entire workplace.

Decrease workplace stress

If knowing that you've upset someone else has caused you stress, then apologizing may ease any negative feelings. Apologizing may help you feel more confident that you can continue your workplace relationship as it was before the incident, especially if your colleague or manager accepted your sincere apology. It can ease conflict and ensure a productive work environment.

Improve communication

When you're able to apologize to others in the workplace, communication is likely to improve. All parties can better understand each other and be more open to communicating about future issues.

Reference: https://www.indeed.com/career-advice/career-development/how-to-apologize-for-a-mistake-professionally

LIVEWORKSHEETS

Do the following statements True (T) or False (F)?

1. An apology only means to show that you acknowledge how your actions could have affected your work.
2. An apology can lead to greater productivity and collaboration.
3. An apology can cause conflict in the workplace.
4. Coworkers can understand each other more if they are able to apologize when making mistakes.

LIVEWORKSHEETS