1. Express awareness of what you have done to hurt the other. List your harmful actions.
2. Express empathy—an understanding of how your actions must have impacted the other person.
3. Express remorse for how your behavior harmed the other person.
4. Take ownership for your actions.
5. Explicitly ask for forgiveness.
6. Offer an explanation (NOT EXCUSES!!!). Do not justify or rationalize what you have done.
7. Make a resolution not to repeat offense.
8. Change your behavior.