

Handling an Apology

Years ago, a unique service was started in Fort Worth, Texas, entitled *An Apology Service*. Yes, you read that correctly.

The founder and creator of the service was Ms. Kathy Warman. For just \$6, Ms. Warman would pick up the phone and, with her Southern charm and accent, offer an apology to the person you might have offended.

And today, there is an online *Apology Service*, founded by Julio Lopez, which it proclaims is “a free service to help people make public apologies.” In the About Us section, the website exists, it is said, as “a free forum where anyone can make an apology (for misdeeds or actions that may have had a negative effect on others)... providing people with a tool that will enable them to manage their feelings of regret and move on with their lives.”



Unfortunately, there is no question that such a service is needed, but isn't it tragic that there is a need to have someone else apologize for you? Whatever happened to personal responsibility? It is inconceivable that anyone would be unwilling or unable to call and apologize for having offended a client, customer, friend or relative.

And regardless of how effective Ms. Warman might have been, there is a major difference between doing it yourself and hiring someone else to do it for you. Or even going online to get such a service for free.

In most cases, the offended person is partially placated by the professional apologizer, I would imagine. But surely he or she would wonder why the offender didn't pick up the telephone – or, even better, make a visit – and offer the apology personally.

First, an apology is almost always accepted. Second, it indicates that you are now thinking straight, recognize your mistake, and want to rectify it and put the friendship on a friendlier basis.

Third, and perhaps most important, the benefit you receive from apologizing personally is dramatically increased. It means you have accepted your responsibility, faced up to a difficult assignment, gone through the process, survived, and even thrived as a result.

Difficult? Yes, but a tremendous learning and growth experience. Historically speaking, those who do the difficult things end up doing the easy things more effectively.

So, think about it. The next time you've offended someone and need to apologize, do it yourself. You will have more and better friends, more and better customers, and a better self-image as a result.

Confess your trespasses to one another, and pray for one another, that you may be healed
(James 5:16 NKJV).