



Apologizing after an ASLO

Acknowledge that a mistake was made: Make it clear what you are apologizing for. Name the action, and when it happened.

Express regret that it happened: This is the literal apology. Most of the time this means saying “I’m sorry” or “I apologize.”

Vow not to be a repeat offender: If you apologize and then turn around and do it again, it will seem as though you weren’t really sorry. Only apologize if you intend to change the behavior, otherwise it will further erode trust. If, despite your best intentions, you find yourself repeating the behavior, you will need to do some deeper reflection to understand why so you can change moving forward.

Guess at how it made them feel: Take a guess and what kind of impact your actions may have had on the student. Saying something like “I imagine you might have felt. . . when I . . .” should do the trick.

Check in to see if you got it right: By letting them know you understand what they are feeling, you are demonstrating their feelings are valid and important.

Make it right: Ask the student if there is anything you can do to repair the situation or rebuild trust. Then do that thing!