

Good And Angry #2: Defusing An Angry Situation

1. Express regret

Psalm 38:18 *I told you my sins, and I am sorry for them.*

Key words: I'm sorry
(List the hurtful effects of your actions)

2. Accept responsibility

2 Samuel 24:10 *After David had everyone counted, he felt guilty and told the Lord, "What I did was stupid and terribly wrong..."*

Key words: I was wrong

3. Make restitution

Luke 19:8 *Meanwhile, Zacchaeus stood before the Lord and said, "I will give half my wealth to the poor, Lord, and if I have cheated people on their taxes, I will give them back four times as much!"*

Key words: What can I do to make this up to you?

4. Genuinely repent

2 Corinthians 7:9 *...yet now I am happy, not because you were made sorry, but because your sorrow led you to repentance.*

Key words: I'll try not to do that again

5. Request forgiveness

2 Samuel 24:10 *After David had everyone counted, he felt guilty and told the Lord, "What I did was stupid and terribly wrong. Lord, please forgive me."*

Key words: Will you please forgive me?

The Five Languages Of Apology by Gary Champman
<https://www.5lovelanguages.com/quizzes/apology-quiz/>

Words to avoid when apologizing

I am sorry if...

I am sorry that you...

I am sorry but...

I was just...

I have already...

I will apologize if...

I guess I...

X told me to apologize...

Fine! I'm sorry, okay?!

Luke 18:13 *The tax collector stood off at a distance and did not think he was good enough even to look up toward heaven. He was so sorry for what he had done that he pounded his chest and prayed, "God, have pity on me! I am such a sinner."*

2 Kings 22:19 *You were sorry and humbled yourself before the Lord when you heard what I said against this city and its people—that this land would be cursed and become desolate. You tore your clothing in despair and wept before me in repentance. And I have indeed heard you, says the Lord.*

2 Chronicles 32:26 *Hezekiah and the people later felt sorry and asked the Lord to forgive them. So the Lord did not punish them as long as Hezekiah was king.*

2 Chronicles 33:13 *The Lord listened to Manasseh's prayer and saw how sorry he was, and so he let him go back to Jerusalem and rule as king. Manasseh knew from then on that the Lord was God.*

2 Chronicles 34:27 *You were sorry and humbled yourself before God when you heard his words against this city and its people. You humbled yourself and tore your clothing in despair and wept before me in repentance. And I have indeed heard you, says the Lord.*

Statements of Regret

- *I know now that I hurt you very deeply. That causes me immense pain. I am truly sorry for what I did.
- *I feel really bad that I disappointed you. I should have been more thoughtful. I'm sorry that I caused you so much pain.
- *I never intended to hurt you, but now I can see that my words were way out of line. I'm sorry that I was so insensitive.

Statements of Accepting Responsibility

- *I know that what I did was wrong. There is no excuse. Pure and simple, what I did was selfish and wrong.
- *I made a big mistake. At the time, I didn't think much about what I was doing. But in retrospect, I guess that's the problem. I wish I had thought before I acted.
- *The way I spoke to you was wrong. I was harsh.

Statements of Restitution

- *Is there anything I can do to make up for what I have done?
- *I want to make up for what I've done. What would you consider appropriate?

Statements of Genuine Repentance

- *How could I say that in a different way that would not come across as critical?
- *I know that what I am doing is not helpful. What would you like to see me change that would make this better for you?
- *I know that my behavior was very painful to you. I don't ever want to do that again. I'm open to any ideas you have on how I might change my behavior.
- *What can I do to regain your trust?

Statements Requesting Forgiveness

- *I'm sorry for the way I spoke to you. I know it was loud and harsh. You didn't deserve that. It was wrong of me and I want to ask you to forgive me.
- *I know that what I did hurt you very deeply. You have every right never to speak to me again, but I'm truly sorry and I hope you can find it in your heart to forgive me.