

Apologizing

Name _____ Date _____

To the right: 2 = Mastery, 1 = Acceptable (may improve), 0 = Not acceptable (must improve).
On the blanks to the left, mark "+" for strengths and "-" for areas that need improvement.

Recognizes that an apology is due.

2 1 0

- Understands wrongdoing or offense
- Accepts that an apology is due or is the best thing to do

Prepares sincere apology.

2 1 0

- Thinks about the importance of apologizing.
 - wrong to hurt someone (lie, gossip, cheat)
 - being honest builds others' respect
- Practices making honest and sincere apology.

Chooses a good time and place to make an apology.

2 1 0

- Finds a time as soon as possible after the incident.
- Find the right time to apologize.
 - when the person is alone for private apology
 - when the correct people are present for public apology

Follows the correct steps in apologizing.

2 1 0

- Looks the other person in the eye.
- Apologizes in a sincere manner ("I am sorry").
- Tells what was done wrong ("this is what I did").
- Tells what should have happened ("I should have").
- Tells what will happen in the future ("in the future I will").
- Offers a solution if appropriate ("if you like, I will").
- Thanks the person for listening.

"Goes Beyond": (extra effort, depth, quality, creativity, cleverness, understanding)

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