# **How to Apologize, Re-Aact**

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We all make mistakes. Try not to ignore it or be defensive. Re-Aact is a simple tool for remembering how to apologize when you are made aware of a mistake. It is intended to be used in the heat of the moment when your reaction may be fight, flee or freeze.

**Re –** Reflect. Reflect on the situation and be attuned.

**A –** Acknowledge. Acknowledge and accept responsibility for your actions.

**a –** Apologize. It doesn’t matter what you intended, apologize.

**c –** Change. Share how you will change your behavior.

**t –** Thank. Thank the person for sharing their experience.

*Adapted from The Program on Intergroup Relations. IGR Insights (2019), University of Michigan.*

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