# Notes to staff

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## Sorry

- This is designed for assembly or tutor time.
- You can listen to the Pearl episode anywhere you get your podcasts to get the full story.
- You can also download the transcript for your own preparation.
- The assembly has been edited to fit more with students and be relevant to them.
- There are notes at the bottom of each slide for reference.
- We would love to hear how it has gone, email admin@pixl.org.uk.

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# Sorry

IGNITING LEADERS, CHANGING LIVES

# The Deepwater Horizon Oil Rig Disaster

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April 20th, 2010

# BP boss admits job on the line over Gulf oil spill

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- Under pressure BP boss promises to fix earlier 'bumpy' errors
- 'I will be judged by the response,' says Tony Hayward

Tony Hayward, CEO of BP, has admitted mistakes early on in the Deepwater Horizon Gulf oil spill, and that he 'did not know' if his job was under threat. Photograph: Sarah Lee for the Guardian

# The CEO refused to apologise.

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Anger 'understandable'

'Life-back' gaffe

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# Why is ‘sorry’ so hard to say?

# The 6 Ingredients of an Apology

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1. Expression of regret
2. Explanation of what went wrong
3. Acknowledgment of responsibility
4. Declaration of repentance
5. Offer of repair
6. Request for forgiveness

Roy Lewicki

# The most important elements?

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- Acknowledgment of responsibility
- Offer of repair

# How can we show we are sorry?

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**Try some of these things:**

- Mean ‘sorry’ when you say it.
- Be specific about what you are sorry for.
- Try and make things right again.
- Recognise the emotions of the other person.

# We should avoid…

# “Sorry but…”

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**We should avoid this phrase because:**

- It is not saying sorry at all.
- What follows the ‘but’ is usually an accusation.
- It usually starts another argument.
- It usually means you are not accepting responsibility.

# Have a think!

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1. What is the hardest thing for you about saying ‘sorry’?

2. What stops you apologizing when you know you need to?

3. If people said ‘sorry’ and meant it, how would things feel different?

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