



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.

HOW TO APOLOGIZE

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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