

BEING CALLED OUT / IN

C

CENTRE YOURSELF

You're not being attacked. You're a good person. This is about your behavior and stopping harm to others.

L

LISTEN

Don't interrupt or think of ways to defend yourself. Focus on learning what was harmful and being empathetic/compassionate.

A

ACKNOWLEDGE/APOLOGIZE

Instead of explaining why you did it, acknowledge what happened and apologize, if needed or requested, for the harm you caused.

(I)

(INQUIRE)

(If they consent and have the time and resources, ask what you could have done instead and how to make amends for what happened.)

M

MOVING FORWARD

"The best apology is changed behavior." If they gave you reasonable recommendations and amends, do them. Don't do the harm again. Use this experience to help others learn too.