



# SOCIAL SKILLS

## HOW TO

# APOLOGISE

A practical guide and workbook for  
Primary school children to understand  
social interaction and communication





# A note to parents and educators on how to use this booklet...



- This booklet is part of a series of similar booklets that address various social skills.
- It has a balance of educational content, visual aids and interactive activities in a simple easy to use format, that will engage your child and support their learning.
- It is designed to be used either with an adult as a mediator, 1:1 or in groups. It can also be used independently by older or more able children.
- To use, simply print the booklet from the next page onwards and present to your child/group.
- Alternatively, this booklet can be used at a slower pace as the basis for a social skills intervention group. An adult mediator can enhance the learning through discussion and role play.
- Most importantly, keep it light and fun. Our children need our voice while they're still developing theirs.

Enjoy! With much love...

...Genevieve Joseph-Williams



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## HOW TO

### APOLOGISE

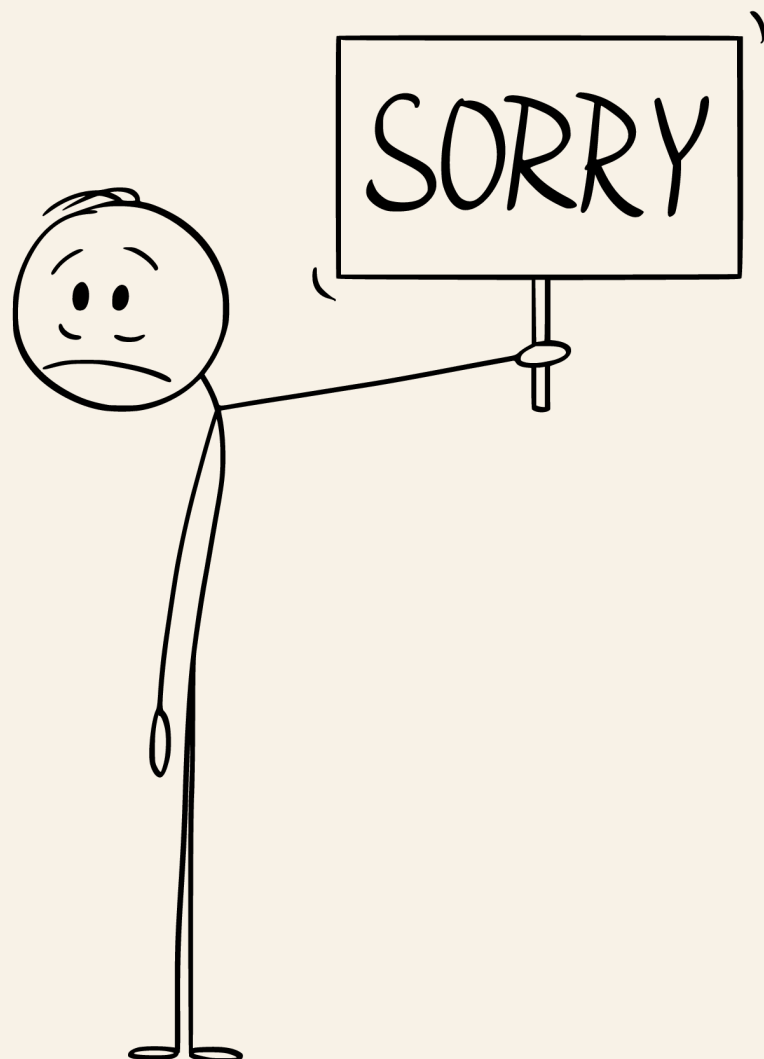
Learning to Say "Sorry"  
and Understanding  
Why It Matters





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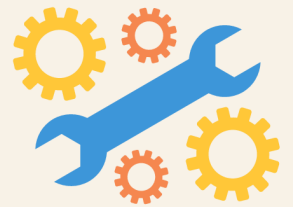


# Why Apologising is Important

Apologising is a way to show others that you understand when something you've done has hurt or upset them. Saying "sorry" isn't just about the word itself—it's about taking responsibility for your actions and showing that you care about making things right. A sincere apology helps heal hurt feelings, rebuilds trust, and strengthens relationships.

## Key Points:

- Apologies help us repair relationships.



- They show respect and empathy for others' feelings.



- Apologising is a step toward fixing mistakes and moving forward.





Why is it important to say sorry when you've hurt someone, even if it was an accident? How do you think it makes the other person feel when they hear a genuine apology?



# When to say sorry

## Understanding when an apology is needed...



Sometimes, we do or say things that might hurt someone, even if we don't mean to. When we notice that someone is upset because of something we did, it's important to think about whether an apology is needed.

Apologising shows that we understand how our actions affected them and that we care about making things better.

### Examples of When to Apologise:

- When you accidentally hurt someone's feelings.
- When you make a mistake that causes someone to be upset.
- When you break something that belongs to someone else.



Have you ever felt hurt when someone didn't apologise to you? How did it make you feel, and what would you have wanted them to say?



# Recognising How Others Feel

## Emotion Matching:


Label the facial expressions with the correct emotion.  
Pay attention to how people look and act when they are hurt or upset.





Recognising how others feel involves paying attention to their facial expressions, body language, tone of voice, and behaviour. By observing these cues, we can better understand whether someone is happy, sad, angry, or upset. This awareness is important because it helps us respond with kindness, showing others that we care about their feelings. Understanding how others feel strengthens relationships, and allows us to support those around us when they need it most. It also helps prevent misunderstandings and encourages a more thoughtful approach to interactions.

*Why do you think some people find it hard to apologise? Can you think of a time when it was difficult for you to say sorry? What made it hard?*



Write or  
draw...

# Steps to a Sincere Apology

## Breaking down the steps

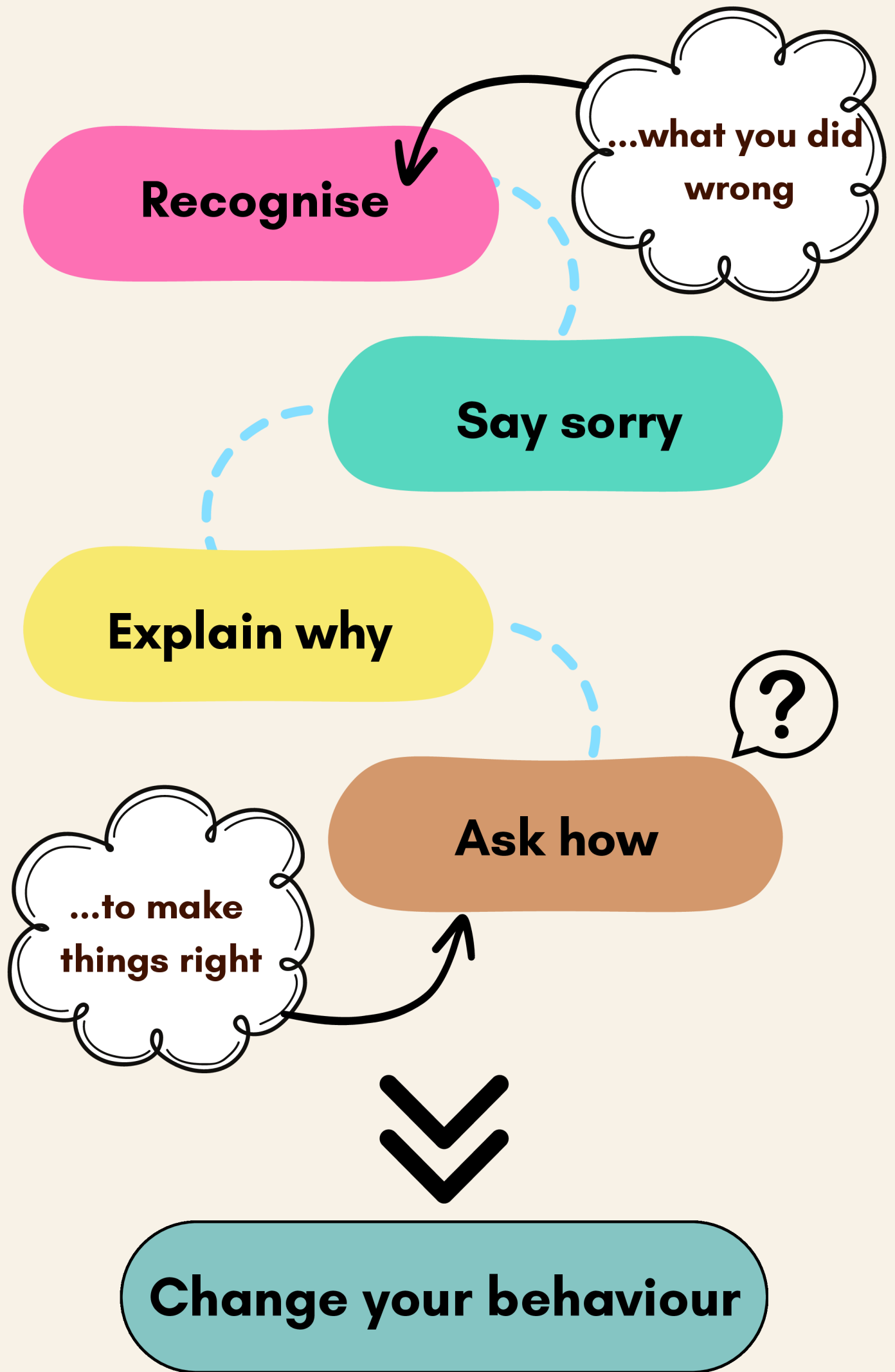
A sincere apology has several important steps. Each part shows that you are taking responsibility and that you care about how the other person feels.

### Steps to Apologising:

- **Recognise what you did wrong:** Understand how your actions affected someone else.
- **Say “I’m sorry”:** Use clear, honest words to apologise.
- **Explain why you’re sorry:** Be specific about what you did wrong.
- **Ask how to make it right:** Show that you want to help fix the situation.
- **Change your behaviour:** Work on not repeating the same mistake in the future.







**Recognise**

...what you did wrong

**Say sorry**

**Explain why**

?

**Ask how**

...to make things right

**Change your behaviour**

How does apologising help you feel better about a mistake you made? Can it change the way you feel about yourself or the situation?





# Activity

## Practice Saying Sorry

Practice completing apology sentences. For example, "I'm sorry for \_\_\_\_\_. I will try to \_\_\_\_\_ next time."



# Making Amends

Saying “sorry” is important, but it’s also important to make things right. This means finding a way to fix the situation or making sure it doesn’t happen again. When we make amends, we show the other person that we really care about their feelings and want to rebuild trust.

## Examples of Making Amends:

- If you break something, offer to help fix it or replace it.
- If you hurt someone’s feelings, ask what you can do to help them feel better.
- If you disrupt someone’s work, offer to help them with their task.



I’m sorry, I didn’t mean to disturb you. I will be quieter.



Take turns with a partner practicing how to apologise in different scenarios. One person plays the role of the person who needs to apologise, and the other plays the person receiving the apology. After the apology, discuss how it felt and if anything could be improved.

### **Example Role-Play Scenarios:**



- Bumping into someone by accident.
- Forgetting to return something you borrowed.
- Saying something that hurt someone's feelings.

### **Self-Reflection After Role-Play**

After the role-play, think about these questions:

- How did it feel to give an apology?
- How did it feel to receive one?
- What do you think makes an apology feel sincere?

# Scenario One

You're playing with a friend, and by accident, you break their favourite toy. They look upset, and you feel bad about what happened. What would you say to apologise? How can you make amends?



# Scenario Two

You're excited and start talking over a classmate during group work. Your classmate feels frustrated because they weren't finished speaking. How could you apologise for interrupting them? What can you do to avoid this in the future?





# Scenario Three

You take your sibling's game without asking, and they get upset when they find out. You didn't mean to upset them, but now they're angry. What would you say to apologise? How can you make it right with your sibling?





If someone apologises to you, how should you respond? Do you think forgiving them is as important as their apology? Why?



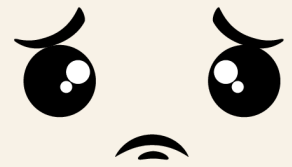
# Practice apologising

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# Key Tips



- **Apologising is important:** It helps fix mistakes and heal relationships.
- **Be specific in your apology:** Explain what you did and why you're sorry.
- **Show you care:** Ask how you can make things better and work to avoid the same mistake in the future.

## Remember...

- Take responsibility for your actions.
- Speak honestly and clearly when apologising.
- Be patient and understanding—sometimes it takes time for others to accept your apology.



Can you remember a time when you apologised and it made a big difference in how someone else felt?  
What did you learn from that experience?





# Learning...

What new skills have you learnt? What will you work on so that you can improve your social interaction and communication with others? Can you write about any other social skills?

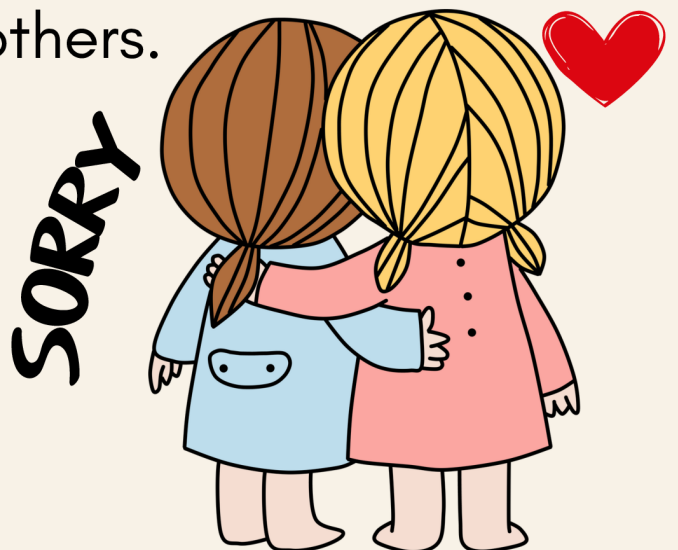


## Conclusion

Saying sorry is a way to acknowledge when we've hurt someone or made a mistake, showing that we understand how our actions have affected others.

Recognising how others feel is key to knowing when an apology is needed. By paying attention to their facial expressions, body language, and tone of voice, we can sense if someone is upset, sad, or angry. This understanding allows us to respond and offer a sincere apology, which helps repair relationships, build trust, and make others feel valued.

Recognising emotions and saying sorry are both important steps in resolving conflicts and creating positive connections with others.





*Apology Awareness*

**SUPERSTAR**

**Certificate of Completion**

Be so proud of yourself  
for trying your best...

*...because you are simply magic!*