

## Repairing the Damage

from the relational transgression

Mix of textbook & outside research

## Repairing Relations

- Forgiveness
- Remedial strategies

## Forgiveness

- “The **decision** to forgive starts a **difficult process** that involves conquering negative feelings and acting with goodwill toward someone who has done us harm.”
  - Decision to forgive is just that a decision
  - It is difficult because we tend to
    - Fight – retaliate when hurt OR
    - Flight – withdraw when hurt

## Forgiveness

- Three factors make it more likely forgiveness granted
  - Sincere apology and admit responsibility
  - Offended party experiences empathy
  - Severity of the transgression

## Transition Slide

- Forgiveness - for hurt party
  - Remember no guarantee relationship will heal
- Remedial strategies – for bad person; person guilty of transgression
  - “represent attempts to correct problems, restore one’s positive face, and repair the relationship.” (pg 365)

## Remedial Strategies

- Apologies/Concessions
  - Apologize and admit guilt BEFORE being accused
- Excuses/Justification
  - Excuse = minimize responsibility
  - Justification = minimize negative implication

## Remedial Strategies

- Refusals
  - I did nothing wrong
- Avoidance/Evasion

## Relational Messages

- Content & relational messages
- Types of relational messages
  - Affinity
  - Immediacy
  - Respect
  - Control
    - Conversation
    - Decisions