

CELEBRATING OUR 25TH YEAR IN BUSINESS

The Power of Apology in Mediation

Jane Brody, who writes a column for the Science Times on Tuesdays, recently wrote a wonderful piece about apologies and their impact on people's relationships as well as their health.

<https://www.nytimes.com/2017/01/30/well/mind/the-right-way-to-say-im-sorry.html>

She argues that while holding onto anger can be injurious to both parties, a poorly worded apology might cause more harm than good.

She goes on to state that that effective apologies should be sincere and one-sided- no quid pro quo should be required or requested.



Hon. Stephanie H.
Klein (Ret.)

Merely apologizing for hurting another is not enough.

Brody illustrates her view by recounting an incident where she accidentally offended a neighbor. She wrote a note, apologizing for her behavior, specifically not asking for forgiveness, but hoping that somehow they could resume a civil relationship. To her surprise, her neighbor responded with warmth and friendship. The apology not only remediated the conflict, but also restored the friendship.

What does this have to do with mediation? A sincere apology without seeking forgiveness may be a good first step. But most parties are not willing to apologize without knowing the other party will apologize too- the infernal quid pro quo that Brody eschews. However, I have found that those mutual apologies, with great respect to Jane Brody, are often a first step towards communication. And even that small apology is often a fine start to mediation. Acknowledging the pain that we have caused can commence sufficient healing of a deep wound to allow listening to the other disputant. And that is the beginning of trying to work things out, or mediation. [READ MORE](#)


To schedule a mediation or arbitration with [Judge Klein](#) or any of our [neutrals](#), please email mcarney@adroptions.com or click below:

[Submit a Case](#)



The banner features the ADROPTIONS logo in the center, with the tagline "Settling Cases Since 1993 - Decades of Experience" below it. To the left is the "Best Lawyers BEST LAW FIRMS 2016" award logo from USNews. To the right are several service categories: MEDIATION, ARBITRATION, and MOCK TRIALS; DISCOVERY MASTERS; and NEUTRAL CASE EVALUATIONS. On the far right is the "BEST of 2016" award logo from THE LEGAL INTELLIGENCE GROUP. At the bottom of the banner, the address "2001 Market Street, Suite 1100, Two Commerce Square Philadelphia, PA 19103-7044" and contact information "215-564-1775 | 800-364-6098 | adroptions.com" are listed.

Find us on 

View our profile on 

[ADDRESS](#) | [EMAIL](#) | [PHONE](#) | [WEBSITE](#)

ADR Options, Inc., Two Commerce Square, Suite 1100,
2001 Market Street, Philadelphia, PA 19103-7044

[SafeUnsubscribe™ {recipient's email}](#)

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by mcarney@adroptions.com in collaboration with



Try it free today