# WHAT TO DO WHEN YOU'RE REALLY SORRY

(DON'T DO IT AGAIN)

YOU ROUND A CORNER AND BUMP INTO SOMEONE.

YOU SPILL COFFEE ON THEM.

You ruin their shirt (and maybe their day).

You apologize when you harm someone, especially when you've done it by accident.

You try not to do it again, because harm is not what you meant to do.

Really meaning it means really trying not to do it again.

WE'RE ALL HUMAN.
YOU MIGHT ACCIDENTALLY DO IT AGAIN.
OR, SOMEONE MIGHT BUMP INTO YOU.

An accident doesn't make you a harmful person unless you keep doing it and unapologetically make no effort to stop.

THE BEST APOLOGY IS CHANGED BEHAVIOUR.

You know this stuff.

**THIS ISN'T REALLY ABOUT BUMPING INTO PEOPLE.**

We're all learning.

*Doing or saying something problematic*
by accident *doesn't make a person problematic.*

Continuing to do or say problematic things without learning *why* these things are problematic and without stopping, indeed makes someone part of the problem.

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