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New York Times Bestselling Author of The Five Love Languages

GARY CHAPMAN  
JENNIFER THOMAS



# The Five Languages of Apology

*How to Experience Healing in  
All Your Relationships*

INCLUDES THE FIVE LANGUAGES OF APOLOGY PERSONAL ASSESSMENT TOOL

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## The Five Languages of Apology: How to Experience Healing in All Your Relationships

*Gary Chapman, Jennifer M. Thomas*

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# **The Five Languages of Apology: How to Experience Healing in All Your Relationships**

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**The Five Languages of Apology: How to Experience Healing in All Your Relationships** Gary Chapman , Jennifer M. Thomas

Just as you have a different love language, you also hear and express the words and gestures of apology in a different language. *New York Times* best-selling author Gary Chapman teamed with counselor Jennifer Thomas on this groundbreaking study of the way we apologize, discovering that it's not just a matter of will—it's a matter of how. By helping people identify the languages of apology, this book clears the way toward healing and sustaining vital relationships. The authors detail proven techniques for giving and receiving effective apologies.

You'll learn the five languages of apology:

- Expressing regret
- Accepting responsibility
- Making restitution
- Genuinely repenting
- Requesting forgiveness
- Hardcover edition.

## **The Five Languages of Apology: How to Experience Healing in All Your Relationships Details**

Date : Published September 1st 2006 by Northfield Publishing (first published February 1st 2006)

ISBN : 9781881273578

Author : Gary Chapman , Jennifer M. Thomas

Format : Hardcover 288 pages

Genre : Self Help, Nonfiction, Relationships, Psychology, Christian, Marriage



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## **From Reader Review The Five Languages of Apology: How to Experience Healing in All Your Relationships for online ebook**

### **Christine says**

If you have difficulty resolving conflicts with individuals you care about, this book provides the tools to get you started down the path. Written in the same style/tone as the *Five Love Languages* by Chapman, this book takes the time to outline, explain, discuss, and give examples of different ways people apologize.

While it can be very easy to flip through the five different apology styles and think, "Yeah, I get it; I can understand all of these and don't have to finish reading this whole book", I would recommend taking some time with it, anyway. I found that even though I intellectually recognize these different apologies, I emotionally accept some easier than others, and only time to think about, read, and allowing the ideas to internalize will allow me to better accept apologies in other forms.

(You don't have to read the *Five Love Languages* to understand this one, either.)

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### **Kathrynn says**

Another winner from Chapman and Thomas! The five languages of apology was nicely laid out, easy to read, excellent examples and even touched on the "Five languages of love" (another book).

The five languages of apology are:

1. Expressing Regret

Example "I am sorry."

2. Accepting Responsibility

Example "I was wrong."

3. Making Restitution

"What can I do to make it right?

4. Genuinely Repenting

"I'll try not to do that again."

5. Requesting Forgiveness

"Will you please forgive me?"

The above 5 chapters are brief and excellent. Followed in the book are chapters:

1. Discovering your primary apology language

2. Apologizing is a choice

3. Learning to forgive

4. Learning to apologize in the family
5. Learning to apologize in the workplace
6. Teaching your child to apologize
7. Apologizing in a dating relationship
8. Apologizing to yourself

Highly recommended!

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### **May Barbieri says**

Não esperava nada e fui positivamente surpreendida. Nunca tinha lido um livro desse modelo (principalmente um sobre casamento) para o qual eu não sou o público alvo. Mas achei muito interessante e muito esclarecedor; a leitura de dá oportunidade de se conhecer e conhecer aqueles a sua volta. Bônus: incrível falta de machismo num livro do começo dos anos 90 sobre relacionamentos héteros. Recomendo! 4,5 stars.

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### **Jeannie says**

At first I thought this book was going to be tedious. I mean, really, how many books is Gary Chapman going to write with "5 Languages" in the title? So, I didn't expect this book to tell me much. As I read it, though, I realized it was rather an important read. Effective apologies aren't something overly well taught or conveyed. I didn't find the different languages of apology to be all that earth-shattering as they seemed a bit straight forward to me. However, since the language needed depends a lot on the situation, it is good to know there are different, and perhaps better, way to apologize. But, I liked the ideas brought up in the context of those chapters, especially when Gary brought up how people have a hard time apologizing for things that are not moral wrongs. I think this is completely accurate. People don't like to apologize for the little things or make changes in their character to benefit those closest to them since "I'm not really wrong when I do this." The later chapters in the book talked about how to apologize and forgive, teaching children to apologize and forgive, forgiving one's self, and learning how to apologize in different situations (family members, co-workers, dating relationships, etc.). I found these to be a better part of the book, particularly the "forgiving one's self" chapter.

I enjoyed this book. I am happy I read it. I think it will be helpful both now and in the future.

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### **Mandy J. Hoffman says**

I really enjoyed the first chapter of this book and agree with the authors that there are various languages of apology. I have noticed in my own marriage that at times my husband and I struggle with communicating our apology to one another. But within the next few chapters I soon disagreed with the author about the issue of when to forgive. I believe that we need to be cultivating a heart of forgiveness and taking our hurt to God so

that when someone does apologies we are ready to extend our forgiveness to them.

The more I read, I was struck with the fact that the root of the problem is pride. We struggle to give some one an apology because of our own pride! If you have time to read this book I would suggest you instead read some good books about pride. If you begin to work on the pride in your life - we all have it! - I think the languages of apology will come from the overflow of humbleness that you begin to cultivate.

I recommend 2 books:

Humility True Greatness

I Really Want to Change... So, Help Me God

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### **Veronica Hill says**

I would give this book a 4.5/5. I really like the concept of the book and I am hoping to use the apology languages in my life. The only thing I disliked about the book was the fact that it doesn't give you any advice if you are one of the people who never grew up with apologies. I could tell I was very similar to a person they described as having a fear of failure being the reason I might be tempted to refuse to apologize. My entire adult life I've fought that and done my best to apologize when I feel like I've done something wrong, even though any kind of failure feels disastrous. It will be helpful to know how to apologize to people but I thought it would have been beneficial to go into a little detail of how to approach that issue if it is something you deal with. That aside, it is nice knowing that not everyone receives apologies the same. I think it will be very helpful knowing how to apologize in multiple ways so you can show you care.

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### **CC says**

"The Five Languages of Apology" is an excellent book that helped me understand repentance and forgiveness better by helping me recognize when others were apologizing to me, and to express my apologies better. Some genuine apologies seemed so fake to me, and sometimes other people just didn't seem to get how sorry I was; much of this was caused because we were speaking different "languages".

The five 'languages' are: expressing regret ("I am sorry."), accepting responsibility ("I was wrong"), making restitution ("What can I do to make it right?"), genuinely repenting ("I'll try not to do that again."), and requesting forgiveness ("Will you please forgive me?"). The book expresses these in clear wording and salient examples; it's large print and a short read, unless you absolutely can't, getting your hands on a copy is indispensable to understanding the more foreign languages. Unlike the "Love Languages" I could easily identify with these. The "languages of apology" are so different and so deeply ingrained that I still tend to view these as levels of being sorry, from "Our relationship matters to me" to "I won't ever do that again."

Whether the relationship is an "I-It" or "I-Thou" protect your relationships by at least learning to speak the same language, and evaluating if you are sorry in the terms they need to hear for reconciliation. It is interesting how much of a difference it makes to feeling; it's critical to understanding and being understood.

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## **Sarah says**

Age Appropriate For: 13 and up (some situations discussed)

Best for Ages: 13 and up

My mom recommended this book to me a while back, but I just didn't think about it for a while. After all, our family is really good at the whole process. We keep short accounts and work through issues. My mom and Dad talked about how different people need to hear different things and need different things before the five love language book came out. With that said, I hit a situation where I felt my apology was not being heard, so I picked up the book.

First off, I had a major issue with Chapman/Thomas' theology. They think they stated in the introduction that forgiveness is only a requirement when requested. I only hope that the authors confused forgiveness and reconciliation. I agree that we cannot always be reconciled to those who hurt us without repentance, but forgiveness is a requirement. I could go on and on about this issue, but I will not.

With all that said, I felt that this book had a lot of value. Both authors are what I could call communication experts. They have found some fundamental different ways people communicate and help you to understand how to find it. What communicates a sincere apology to one person might not to another.

I found the first five chapters the most valuable and would skip the introduction if I could do it over again. While I enjoyed the book and it clarified some things, it really didn't change my thoughts on much. Like I said, my parents taught us this kind of thing long before the books were out.

The one thing I wish had been covered was how to handle a relationship when someone will not accept your apology. This is a sad reality. You can apologize in someone's apology language, and the person may still choose to refuse to forgive you. However, I think that would make the authors feel as if they were admitting to a flaw in their system.

Overall, I recommend this book for those looking for help communicating well. I would not read it for theology, and some of advice should be taken with a grain of salt.

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## **Ashley Thompson says**

I've read The Five Love Languages: How to Express Heartfelt Commitment to Your Mate and The Five Love Languages for Singles and appreciate knowing the love languages and knowing what mine are, what my spouse's are, and those of family and close friends. My husband and I were discussing the love languages again the other day and went to Chapman's website, where we noticed a quiz for "apology languages". So we both took it and then I read this book.

Knowing how we are when we apologize or the type of apology we expect from each other makes so much more sense, and also knowing how we are with others or in business situations. For me, making restitution and genuinely repenting indicate a sincere, meaningful apology, but for my husband, expressing regret and accepting responsibility are enough. Asking forgiveness is the fifth language.

I highly recommend taking this quiz to find out your apology language (<http://www.5lovelanguages.com/profile...>) and then reading the book if you want more information about it.

The book was repetitive at times and all of the marriage case studies got old, especially as individual marriages vary and don't apply to everyone. Of course, Chapman included love language information for those who aren't familiar with it, although for me that was also repetitive as I've read the other books. The chapters in the back have some wisdom regarding forgiving/apologizing when you don't want to, how to apologize in a business situation, how to apologize to your in-laws and other family members, and how to apologize to yourself, among others.

Each of the apology language chapters has example apology statements at the end, as well. Also good to teach your kids how to apologize in all ways and be aware of how others best receive apologies.

All in all, I'd recommend if only to understand apology languages, but I'd advise skimming for the relevant/helpful parts.

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### **Vincze Andrada says**

“Realitatea este că facem cu toată grecări; nu există asuții perfecti. Adulții maturi învață cum să distrugă modelele de unătoare din copilărie și să accepte responsabilitatea pentru propriile greări. Adultul lipsit de maturitate va să se justifice la infinit pentru propriul comportament greșit.”

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### **Maggie Boyd says**

I was raised a Christian and professed my own choice of the Christian faith at 13 but after reading a slew of Christian help books I can easily understand why people are fleeing the Christian faith in droves. This book made me question my own faith after decades (decades!!) of dedication.

The Worst:

The absolute two lowest points in the book were the scene where the author speaks of a woman having her jaw broken by her husband and then forgiving him and the scene of the sexually abused daughter.

Let's start with the wife beater. Anyone who has read even one darn book on abusive disorders knows that the abuser is often apologetic afterwards. In fact, many instances of early abuse will include I'm sorry along with flowers, jewelry or whatever the abused would consider a nice gift. This doesn't stop the abuser from continuing the abuse. This is because it is often not a choice for them but that is a whole separate discussion. That **anyone** would blithely recommend accepting a sincere apology in the instance of a jaw broken in a fit of rage is quite frankly repulsive and ignorant. Sure, if you trip over your husband's feet and he is sorry because you are hurt that is one thing. That wasn't the case here. Let me quote the text: *If a man is given to fits of anger and strikes out at his wife, hitting her on the chin and breaking her jaw, he may sincerely confess, and she may genuinely forgive. But her jaw is still broken and may cause her difficulty for years to come.* Note what is missing - mentions of police interaction or therapy. Also, what about verses like Psalm 106:3 How blessed are those who keep justice, Who practice righteousness at all times! Deuteronomy

16:20"Justice, and only justice, you shall pursue, that you may live and possess the land which the LORD your God is giving you.Psalm 140:12 I know that the LORD will maintain the cause of the afflicted

I could quote all day but my point is that sloppy writing/counseling which includes asking a wife to forgive her abuser without any consequences, treatments or enforced changes, all in the name of Jesus, lead many to look at Christ with horror. He becomes the advocate for things He would never have stood for when we encourage battered wives to have "mercy" and don't pursue justice for them and professional help for their abusers.

Appalling moment number two came when they had a sexually abused woman apologize to her family for "allowing bitterness, anger and resentment to keep me away from you for all these years." On page 155 they explain, "To be sure, those who were abused by parents needed also to receive an apology. But that was not likely to happen unless they initiated the process." Again, the process places the responsibility on the abused to reach out to the abuser. No thought to personal safety or any kind of justice or protection of others is offered.

Jesus wants us to forgive. That's an absolute doctrine of the faith and I am not disputing or refuting that. God forgave us He wants us to forgive others. But just like God most often doesn't remove the consequences of our sin when He forgives us, He doesn't expect us to absolve consequences for others. Being sorry you did drugs doesn't change the physical or judicial consequences of it, no matter how often you tell God you are sorry. We are not restored to the past by God's forgiveness for what we have done - none have been returned to Eden because we repented. The relationship between God and man is restored by repentance but the consequence remains. So too the consequence of a wife beater and rapist should not be alleviated because of an apology, no matter how sincerely felt or beautifully worded. They broke the law of both God and man and should pay appropriately. It would take a book to spell out the complete doctrinal errors of this book's arguments but I hope those reading it don't mistake the author's opinions for the teaching of Jesus. Some of it might be but the errors contained within are so glaring they cover over the little truth to be gleaned.

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### **Noelle says**

I was hopeful this would be more helpful in apology and forgiveness.

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### **Gina Grone says**

The concept in this book is excellent - basically that there are 5 elements to apologies and we all desire a different combination of some or all of them to feel as though the wrong-doer has actually apologized. It really made me think back to arguments that I've had that involve some sort of meta-argument about whether or not an apology has occurred. After reading this book, I can confidently say that I believe that the person RECEIVING the apology is the one to decide whether the giver has apologized according to their needs. It's not fair for the person apologizing to say "I'm not telling you WHY I'm sorry or telling you how I'll make it up to you, I already said I'm sorry".

The content itself is not awesome, but pretty good. I skipped past the parts that related the concept to God/Jesus and I also skimmed the last chapters on how to apologize at work, to your children, etc. as I thought I'd learned a good amount without reading those.

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### **gabrielle says**

Several of my friends are reading other books in this line (the five love languages, etc). One of them told me to "keep my filter on." I'll say. This book has a very Christian focus. The chapter on forgiveness was pretty much useless to me, as it was mostly "let go and let God".

(Would a more careful reading of the book jacket have forewarned me? Possibly.)

A lot of the examples are also based on Christian morals. Man, I thought I had problems...people get upset about some really silly things. (Note: looking at porn != porn addiction! Hello!) I think what bothered me most was that there was a lack of what I'd consider healthy boundaries in the example scenarios & solutions.

(Warning: potential trigger ahead.) I found it offensive to suggest that a molested child who had run away from home return and apologize to her parents first. In fact, I kinda turned the air in the room a bit blue when I read that.

Despite all that, I will probably go ahead & read the five love languages, JFK.

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### **Ellen says**

A powerful follow-up to The Five Love Languages, I think this one was even more useful in improving and maintaining health of my marriage. Where The Five Love Languages taught me to understand my spouse, The Five Languages of Apology taught me more about myself. At times, it was hard to face the realization that I have been exceedingly poor at speaking apologies in such a way that others accept my apology as sincere and heartfelt. I always believed that saying you're sorry and meaning it should be enough. Looking at all the different languages showed me areas I can improve and communicate love not only when I feel loving, but also when I feel frustrated, stressed, and hurt. This book and its companion are a worthy read by anyone who wants to do a better job of communicating with others in anyway, but particularly in family and marriage relationships. It would make a fantastic wedding present.

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