

APOLOGISING AND ACCEPTING APOLOGIES

B2-C1 | Conversation practice examples for repairing a professional relationship

Conversation: Leaving a colleague out of an update

Anna	Please accept my apologies. I sent the revised schedule without copying you in, and you prepared for the wrong meeting time.
Luke	Thank you for apologising. I only found out when the visitor arrived, so it was difficult to rearrange things.
Anna	I should have checked the distribution list. I'll add your team to the regular updates today.
Luke	That would help. We also need a quick call if a visitor's arrival changes at short notice.
Anna	Agreed. I take full responsibility for the confusion this morning. You shouldn't have had to explain it to the visitor.
Luke	I appreciate that. The visit itself went well once we caught up, so let's focus on preventing it next time.
Anna	I'll send you the next schedule before it goes out, just to check the details are complete.
Luke	Good. Let's move forward with that and the phone-call arrangement for urgent changes.

Key phrases: Please accept my apologies. / Thank you for apologising. / I should have / I take full responsibility for / I appreciate that. / Let's move forward

Conversation: An unfair comment in a meeting

Tom	I wanted to apologise for saying your team hadn't prepared enough. I hadn't read the notes you'd sent.
Leila	I'm glad you've raised it. The comment was frustrating because several people hadn't seen our work either.
Tom	I regret making the criticism without checking. I'll correct the impression at tomorrow's briefing.
Leila	Thank you. I don't expect you to agree with our proposal, but I'd like the discussion to reflect what we've actually done.
Tom	You're right. I should have asked about the missing information instead of assuming it hadn't been collected.
Leila	I appreciate that. The questions you raised are worth discussing once everyone's read the notes.
Tom	I'll read them tonight and bring specific questions tomorrow.
Leila	No hard feelings. Let's make sure the next conversation is about the proposal rather than how this one started.

Key phrases: I regret / I should have / I appreciate that. / No hard feelings.

Create your own conversation

Choose one prompt. Use at least two key phrases and include a natural response and follow-up.

Prompt 1: Apologise for a communication failure that affected a colleague. Agree on concrete prevention steps.

Prompt 2: Repair a relationship after an unfair public comment. Acknowledge the impact and discuss how to correct it.