**Apology**

**Apple just said something it rarely says: "We apologize," said Will Oremus in Slate.com. The world's most valuable company acknowledged last week that it has used software updates to slow down older iPhones to help preserve the devices' batteries. That "long-unacknowledged" feature, which the company says was designed to extend the devices' life but often caused slower scrolling or app delays, has "fueled conspiracy theories" that the company was deliberately slowing older phones to prod customers "to buy new ones." Apple conceded it should have been more transparent, and announced it was slashing the price of battery replacements from $79 to $29 and providing an iOS update in early 2018 to give users "more visibility" into the health of their battery. Any apology from Apple is "unusual," said Matt Weinberger in BusinessInsider.com. But this one was all the more "extraordinary" because it wasn't about malfunctioning hardware or a software glitch; it was about "a choice Apple consciously made." And it could "fundamentally change a key piece" of the company's business. Vast numbers of iPhone owners have upgraded to new devices at great expense because their phones became "slow and buggy." Apple just conceded that "merely swapping the battery" might have resolved the issue. *(The Week magazine, January 12, 2018)***

**A Florida man refused to cash a check for a man with no arms because he couldn't provide a thumbprint. Steve Valdez, who wears prosthetic arms, says that even though he produced two forms of photo ID, bank officials refused to let him draw a check on his wife's account. Bank of America later apologized. *(The Week magazine, September 18, 2009)***

**I still remember being a bully and ridiculing a classmate in third grade. I wish I could push a "rewind" button and change it. *(Mollie Collum, a Centennial, Colorado, Democrat running for the state House in District 39, on her biggest regret, as it appeared in Rocky Mountain News, August 3, 2004)***

**A mother brought her two arguing children together and demanded they make immediate amends. The siblings hesitantly apologized to each other, and then the younger commented, “I’m apologizing on the outside, Mommy, but I’m still angry inside.” How childish, we might say. Yet, adults tend to go through the motions of forgiveness by covering their real emotions with flippant statements. True forgiveness doesn’t bury the hatchet while allowing the handle to remain exposed. *(Glenn Van Ekeren, in The Speaker’s Sourcebook II, p.163)***

**In 1961, Elwin Wilson was part of a racist mob that beat freedom Rider John Lewis in a whites-only waiting room in a South Carolina bus station, leaving him bloodied on the ground. Last week, 48 years later, Wilson traveled to Capital Hill to apologize to Lewis, who is now a congressman from Georgia. “I’m so sorry about what happened to you then,” said Wilson. “It’s okay,” said Lewis, embracing him. “I forgive you.” For years, Wilson said, he wanted to atone. But only after Barack Obama’s inauguration did he find the strength to come forward. “I want to love people regardless of what color,” he said. To which Lewis responded, “Good to see you, my friend.” *(The Week magazine, February 20, 2009)***

**An apology in lieu of hard time: Rewarding criminals if they apologize for their crimes could save the state a lot of money, said Philip Hensher. A victims-rights group recently released a report that analyzes, “in hard cash terms,” what happens when criminals are offered the chance to reduce their sentences by apologizing to their victims face to face. The findings are stunning. In Northern Ireland, the apology method is credited with contributing to a 25 percent reduction in recidivism, saving the government millions in prison costs. Prisons Minister Crispin Blunt now wants to introduce “restorative justice” in the rest of Britain. Of course, whether Blunt can “sell a proposal with so many of the marks of wishy-washy-dom to his Conservative colleagues” is quite doubtful. Many people assume that any criminal would simply utter an insincere apology in order to shave a year off his sentence. But it’s not that simple. “The sort of abasement and renunciation which an apology requires” is entirely foreign to the streetwise toughs who make up most of our prison population. The act of facing their victims and expressing contrition really has been found to bring about “a painful but beneficial evaluation of past actions.” *(The Week magazine, August 6, 2010)***

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**Baby-sitter to parents who returned home very late: “Please, don’t apologize – if I had a kid like yours, I wouldn’t hurry home either.” *(Gail MacIntyre, in The Saturday Evening Post)***

**I’m always sorry when I hurt myself, but I don’t know how to apologize. *(Ashleigh Brilliant, in Pot Shots)***

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**Go ahead and do it. It’s much easier to apologize after something’s been done than to get permission ahead of time. *(Grace Murray Hopper, mathematician)***

**Sometimes it's easier to apologize than to ask for permission. *(The Friday Letter)***

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**Friends are God's apology for relations. *(Hugh Kingsmill, writer)***

**Dear Future Generations: Please accept our apologies. We were roaring drunk on petroleum. *(Kurt Vonnegut)***

**Perhaps God and I owe each other an apology. *(Ashleigh Brilliant, in Pot-Shots)***

**It is a good rule in life never to apologize. The right sort of people do not want apologies, and the wrong sort take a mean advantage of them. *(P. G. Wodehouse)***

**A hero is someone we can admire without apology. (Kitty Kelley, in New York Times)**

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**Nine times out of ten, the first thing a man's companion knows of his shortcomings is from his apology. (*Oliver Wendell Holmes)***

**Apology is only egotism wrong side out. It is mighty presumptuous on your part to suppose your small failures are of so much consequence that you must make a talk about them. *(Oliver Wendell Holmes Sr.)***

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**Hagar: “Sleeping out on a night like this makes me appreciate the warmth and comfort of my home even more! Maybe if I knock on the door and try to apologize one more time she'll let me in.” (*Chris Browne, in Hagar The Horrible comic strip)***

**Everett Worthington, a clinical psychologist in Virginia and director of the national Campaign for Forgiveness Research, has studied the way people close the injustice gap they feel when they have been hurt. He found that s strong apology or restitution helps encourage forgiveness; a weak apology can cause more harm. *(Jane Lampman, in Catholic Digest)***

**The best way to get the last word in is to apologize. *(Country Extra magazine)***

**Good week for: Admitting you were wrong, eventually, after the Harrisburg, Pennsylvania, Patriot-News apologized for an 1863 editorial that dismissed President Abraham Lincoln's Gettysburg Address as "silly remarks." The paper said its previous editors must have been "under the influence of partisanship, or of strong drink." *(The Week magazine, November 29, 2013)***

**Apologizing does not always mean you're wrong and the other person is right. It just means you value your relationship more than your ego. *(Mark Matthews)***

**Doctors who say they’re sorry end up paying less in medical malpractice suits. In a study of 225,000 such malpractice cases from 1991 to 2009, doctors who practiced in states with “apology” laws, which let physicians apologize without admitting guilt, settled serious suits 20 percent faster and paid an average of $55,000 to $73,000 less than those in states where physicians can’t apologize with impunity. *(The Wall Street Journal, as it appeared in The Week magazine, September 9, 2011)***

**Joe Sweeney has made it his mission to make amends. The River Falls, Wisconsin, man has eight drunk-driving infractions, but after three near-death experiences and three years in jail, Sweeney decided to get sober. Since 2013, he's been the town's designated driver, giving free rides to people as they leave the bars. His service grew popular, and he now owns four SUVs and hires other drivers when he's too busy. "I was an awful person," he said. "This is my way of saying, 'I'm sorry.' Sorry to my community. I was looking for a purpose, and this was it." *(The Week magazine, July 17, 2015))***

**The family of a 19th-century English missionary who was eaten by cannibals has received a formal apology from their descendents. The Rev. John Williams was clubbed and shot with arrows shortly after stepping ashore on the Pacific Island of Erromango in 1839. This month, 18 of Williams’ descendents traveled to the island to participate in a reconciliation ceremony. “I thought it would be dispassionate after 170 years,” said Williams’ great-great-grandson Charles Milner-Williams, “but the raw emotion, the genuine contrition, the heart-rending sorrow has been hugely moving.” *(The Week magazine, December 25, 2009 – January 8, 2010)***

**Terry Nichols says he's sorry he killed all those people in Oklahoma City in 1995, and his remorse does in fact sound genuine. "Words cannot adequately express the sorrow I have had over the years for the grief that so many have endured and continue to suffer," Nichols said in an Oklahoma courtroom Monday. "I am truly sorry for what occurred." The Oklahoma City bomber was being sentenced on 161 counts of first-degree murder -- Nichols and Timothy McVeigh killed a total of 168 in their act of terrorism -- and his apology went over about us well as you might expect. Some victims' families appreciated it; others resented it. The worst kind of killer is said to be a remorseless killer, but an ill-phrased apology can inflict almost as much pain as stony silence. Because Nichols has found religion in prison -- a boon for him, without doubt -- he couldn't resist asking everyone else to "acknowledge God," too, in his courtroom statement. "I didn't appreciate being preached to by him," said Bud Welch, who lost his daughter in the bombing. An understandable reaction, as far as we're concerned. *(Rocky Mountain News, August 10, 2004)***

**A true apology is more than just acknowledgement of a mistake. It is recognition that something you have said or done has damaged a relationship and that you care enough about the relationship to want it repaired and restored. *(Norman Vincent Peale)***

**Rainbows apologize for angry skies. *(Sylvia Voirol)***

**A mother was studying her son's report card, trying to figure out how he got a D in conduct at the same time he got an A in courtesy. Finally, shaking her head, she said, "I guess it means that when he beats somebody up, he apologizes." *(Yamhill County, Oregon, News-Advertiser)***

**Beef with Google: Google has agreed to amend its map of Rio de Janeiro after city officials complained it gave too much prominence to slums and not enough to tourist sites. On Google’s map, for example, the bustling tourist district of Cosme Velho, where you catch the cable cars to the famous statue of Christ the Redeemer, is not marked, but a small shantytown nearby is listed in large type. The map gives a “false impression that the urban area is nothing more than an immense cluster of favelas,” or shantytowns, the newspaper O Globo said in an editorial. A Google spokesman apologized for the “lack of oversight.” *(The Week magazine, May 6, 2011)***

**Never ruin an apology with an excuse. *(Kimberly Johnson, poet)***

**After catching a whale while fishing, the servant asks Hagar: “What should**

**we do Hagar? What? What?” Hagar: “First, I think we should try to apologize.” *(Dik Browne, in Hagar the Horrible comic strip)***

**Actress Hilary Swank has been fined $163 for bringing fruit into New Zealand, after getting thumbs down from judges in an appeal. Swank was issued notice of a fine for breaching New Zealand's strict quarantine laws when she failed to declare an apple and an orange when she arrived January 15 at Auckland International Airport on a flight from Los Angeles. She appealed the penalty to a court. On Wednesday, the Manukau District Court advised the country's Ministry of Agriculture and Forestry that Swank's appeal had been rejected and that she had been fined $142 plus costs of $21. Swank had written to the ministry seeking a court hearing to have her fine expunged. "After my 20-hour flight I simply forgot I had one orange and one apple. I do apologize sincerely," the Oscar-winning actress said in her handwritten letter. *(Rocky Mountain News, March 31, 2005)***

**Modern technology / Owes ecology / An apology. *(Alan M. Eddison)***

**Too much apology doubles the offense. *(James Richardson, poet)***

**Never apologize, mister; it's a sign of weakness. *(John Wayne)***

**Why women are sorrier: Women needn’t apologize any more than men, and yet they do. In a new study, Canadian researchers found that women apologized more than men and more often felt they’d done something requiring an apology. It’s not that men are less willing to admit fault, the researchers found; rather, men set a higher bar for what they think deserves an apology. Indeed, the study found that, when they considered themselves in the wrong, both men and women apologized about 81 percent of the time. But when subjects were asked to rate the severity of various offenses (like waking up a friend late at night, thereby causing him to perform badly the next day), men were much less likely to think that apologies were in order. They also were less likely to feel offended and that they deserved an apology. If there’s an inequality of “sorrys” between the sexes, it’s just that men “think they’ve done fewer things wrong,” social psychologist Karina Schumann tells LiveScience.com. This gender disparity can cause communications problems and hurt feelings. “So rather than assuming that your partner can read your mind or read your emotions accurately,” she says, “you need to communicate to the partner what you’re experiencing.” *(The Week magazine, October 15, 2010)***

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