

THE ART OF APOLOGY: BIBLIOGRAPHY

BOOKS

- Barkan, Elazar and Alexander Karn, eds. *Taking Wrongs Seriously: Apologies and Reconciliation*. Stanford: Stanford University Press, 2006.
- Blanchard, Ken and Margret McBride. *The One Minute Apology: A Powerful Way to Make Things Better*. New York: HarperCollins, 2003. Written as a (slightly hokey) parable, this quick read by the author of *The One Minute Manager* series focuses on apologies in the business environment.
- Bloom, Lauren M. *The Art of the Apology: How to Apologize Effectively to Practically Anyone*. Green Angel Media, 2008. Slim, easy-to-read volume from an attorney and ethicist.
- Chapman, Gary D. and Jennifer Thomas. *The Five Languages of Apology: How to Experience Healing in All Your Relationships*. Chicago: Northfield Publishers, 2006. The author of *The Five Love Languages* applies a similar strategy to apologies. The five basic components of apology are identified as regret, responsibility, restitution, repentance, and request for forgiveness. Individuals vary in the degree of importance and meaning they ascribe to each of these components, just as they vary in the ways they express and receive love. It is important to figure out which “love language” and “apology language” your intended recipient values most.
- Engel, Beverly. *The Power of Apology: Healing Steps to Transform All Your Relationships*. New York: John Wiley & Sons, 2001. If you want to deeply explore apology in your own life, this is the book for you! It includes exercises designed to help you heal relationship by identifying those whom you have wronged and to plan and appropriately execute those apologies; to reflect on those who have wronged you and whether forgiveness is possible; and thoughts on teaching and modeling apology to your children.
- Gibney, Mark et al., eds. *The Age of Apology: Facing Up to the Past*. Philadelphia: University of Pennsylvania Press, 2008. Focuses on political apologies within and between nations.
- Kador, John. *Effective Apology: Mending Fences, Building Bridges, and Restoring Trust*. San Francisco: Verrett-Koehler, 2009. Focuses on the importance of apology as a useful business and leadership tool.

- Lazare, Aaron. *On Apology*. New York: Oxford University Press, 2004. This very readable academic exploration of apology includes psychological, historical, and political perspectives. The author is a psychiatrist who has done important work around patient-physician communication issues.
- Nobles, Melissa. *The Politics of Official Apologies*. Cambridge: Cambridge University Press, 2008.
- Smith, Nick. *I Was Wrong: The Meanings of Apologies*. Cambridge: Cambridge University Press, 2008. A somewhat dense philosophical treatise on the moral meanings and social functions of apology.
- Tavuchis, Nicholas. *Mea Culpa: A Sociology of Apology and Reconciliation*. Stanford: Stanford University Press, 1991.
- Weiner, Brian A. *Sins Of The Parents: The Politics of National Apologies in the United States*. Philadelphia: Temple University Press, 2005. Features case studies of land claims filed by the Iriquois Federation against the United States, and the Civil Liberties Act of 1988 which gave reparations to Japanese-Americans interred during World War II.
- Woods, Michael S. *Healing Words: The Power of Apology in Medicine*. Oakbrook Terrace: Joint Commission Resources, 2007.

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- "I'm sorry." *Lancet* Oct. 2005: 1138.
- Alexander G. Santelli, et al. "When Apologies Fail: The Moderating Effect of Implicit and Explicit Self-Esteem on Apology and Forgiveness." *Self & Identity* 6.2/3 (2007): 209-222.
- Allan, Alfred et al. "Exploration of the Association between Apology and Forgiveness amongst Victims of Human Rights Violations." *Behavioral Sciences and the Law* 24 (2006) : 87–102.
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- Dan J. Stein, et al. "Exploration of the Association Between Apology and Forgiveness Amongst Victims of Human Rights Violations." *Behavioral Sciences & the Law* 24.1 (2006): 87-102.
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