

## Introduction

### Focus Questions

In this chapter, strangers, neighbours, family members, and friends have to mend relationships. Gilles and Claire face the consequences of Claire's mistake in registering an unwanted musician. Ivan stops making excuses for his unneighbourly behaviour. Roshan receives an unexpected phone call from his father. His friend Nick has his own reason for saying sorry.

1. Think about times you might apologize. What is normal for you?
  - Fill in the table with your ideas about apologizing.
  - Be prepared to discuss your answers and ideas with others.

Situation	Do you apologize? (Yes / No)	Face to face or in writing?	Publicly or privately?	To familiar or unfamiliar people? In close or distant relationships? With a person of higher, equal, or lower <u>status</u> ?
You are confused.				
You <u>bump</u> into someone.				
Someone bumps into you.				
You break a rule.				
You have to enforce a rule.				
You ask someone for help.				
You disagree with someone.				

Important! Download and save this fillable PDF on to your computer, and then complete the task using the PDF that you saved on your computer.

2. Think about your experiences of apologizing. What body language, tone and intonation, and words are normal when you apologize? Complete the table below.

What Apologizing LOOKS LIKE	What Apologizing SOUNDS LIKE
My head ... <input type="text"/>	<b>My voice becomes:</b> <input type="checkbox"/> higher <input type="checkbox"/> louder <input type="checkbox"/> stronger <input type="checkbox"/> lower <input type="checkbox"/> quieter <input type="checkbox"/> softer
My eyes ... <input type="text"/>	<b>My speech becomes:</b> <input type="checkbox"/> faster <input type="checkbox"/> slower
My face ... <input type="text"/>	<b>Words I say or write when I apologize:</b> <input type="text"/>
My shoulders ... <input type="text"/>	
My hands ... <input type="text"/>	
My feet ... <input type="text"/>	