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New York Times best-selling author Gary Chapman teams with counselor Jennifer Thomas in an eyeopening study of one of the most important yet least understood pillars of human relationships: the apology. Those of us who aren't perfect need to know the anatomy of a complete and genuine apology if we want to sustain healthy, whole relationships-or restore broken ones. The authors analyze the five basic languages of apology: expressing regret, accepting responsibility, making restitution, genuinely repenting, and requesting forgiveness. If you receive an apology that omits your apology language, chances are you won't fully accept it or even recognize it as an apology. Learn the techniques to effectively recognize and deliver apologies and watch your relationships thrive as a result.



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