

3 Life Hacks That Will Revolutionize Your Relationships

Ever hear of “life hacks”? Little tips and tricks to make your life easier, like running a sticky note between your keyboard keys to collect crumbs and computer lint. Here are three life hacks that will act like relational lubricant.

“When you said/did X, I felt Y. Did you mean to communicate that?”

Instead of assuming we know someone’s motives and thinking, we need to clarify that we understand what they intend. Sometimes things just come out wrong, not at all what is meant, and it’s easily misinterpreted.

“When you gave me permission to take comp time after I worked all weekend, I sensed you were giving it begrudgingly and you weren’t happy about it at all, like I had broken an unwritten rule or expectation. Did I read you right?”

“When I asked you about _____, it seemed that you got really quiet and shut down. It felt like you were shutting me out. Is that accurate, or am I missing something?”

“When I asked you to unload the dishwasher, you rolled your eyes and sighed. It’s the only thing I’ve asked in two days, but it sounded to me like you were upset. As if it were an unfair burden to place on you. Is that what you meant to communicate?”

The other person might respond with, "Yeah, I was upset and felt put-upon, but really I have no right to be. I'm sorry for reacting so badly." Or they might say, "I did? I don't remember tha—oh wait, you know what? I had just heard such-and-so on TV and it disgusted me. My body language was in response to what was going on in the other room. Sorry, I didn't hear you at all."

It's always a good idea to clarify what's going on. And not assume you can read the other person's mind. Only God can do that.

Own the Plank in Your Eye

Whenever there is a conflict, it's the result of clashing perspectives or motives or interpretations. According to Jesus' teaching in Matthew 7:3, the first step to resolving conflict is to take responsibility for our part in it. It's amazing how hostilities can de-escalate when someone steps up to the plate and takes responsibility for their contribution to a problem.

Even if our part is only 5%, we're 100% responsible for that 5%. And even if we're sure we haven't done anything wrong, we can acknowledge the possibility that we may have said or did something that was misinterpreted, and we can own that.

It's natural to expect the other person to then take responsibility for their part in the conflict, but alas, very often that doesn't happen. They will just let you take the blame/credit all by yourself even though you know perfectly well the other person was at fault at well. That's okay. When you live for an Audience of One, it's always right to do the right thing, trusting God to work out the justice part. Guilty parties never get away with it forever.

It's not just a life hack, it's supernatural, divine direction from the One who designed people and intended us to be in relationship. Own your part in a conflict—and watch the tension deflate like letting air out of a balloon.

How to Apologize

The specifics on this life hack came from [one of the best blog posts](#) in the history of the internet. There are four parts:

1) I'm sorry for _____. . .: Be specific. Show the person you're apologizing to that you really understand what they are upset about.

Wrong: *I'm sorry for being mean.*

Right: *I'm sorry for being unkind when I said you were fat and ugly.*

2) This is wrong because _____: This might take some more thinking, but this is one of the most important parts. Until you understand why it was wrong or how it hurt someone's feelings, it's unlikely you will change. This is also important to show the person you hurt that you really understand how they feel. I can't tell you how much of a difference this makes! Sometimes, people want to feel understood more than they want an apology. Sometimes just showing understanding- even without an apology- is enough to make them feel better!

Wrong: *This is wrong because you are hyper-sensitive.*

Right: *This is wrong because I hurt your feelings and made you feel bad about yourself.*

3) In the future, I will _____: Use positive language, and tell me what you WILL do, not what you won't do.

Wrong: *In the future, I will not say that.*

Right: *In the future, I will keep unkind words in my head.*

4) Will you forgive me? This is important to try to restore your friendship. Now, there is no rule that the other person has to forgive you. Sometimes, they won't. That's their decision. Hopefully, you will all try to be the kind of friends who will forgive easily, but that's not something you automatically get just because you apologized. But you should at least ask for it.

I love these four steps, and I would add eye contact to the mix.

These four steps to apologizing are powerful because they are biblical.

1. "I'm sorry for" means you are confessing, or agreeing with the other person, that you did something wrong. Biblical prayers of confession are very specific in naming the sins committed, such as idolatry, adultery, and murder. Apologizing to another person needs to be just as specific.

2. "This is wrong because" reveals that you understand of why it's a problem. David prayed for that kind of self-awareness in Ps. 139:23-24, "Search me, O God, and know my heart; Try me and know my anxious thoughts; And see if there be any hurtful way in me, And lead me in the everlasting way."

3. "In the future, I will" is a commitment to repent and choose a better, more righteous behavior than the one being renounced and forsaken. Zaccheus gave an example of this in

Luke 19:8-“Zaccheus stopped and said to the Lord, ‘Behold, Lord, half of my possessions I will give to the poor, and if I have defrauded anyone of anything, I will give back four times as much.’”

4. “Will you forgive me?” is a humbling, difficult question to ask. Putting ourselves in the “one-down position” of asking for forgiveness risks exposure and shame-after all, the other person may say no-but forgiveness was extraordinarily important to Jesus. “For if you forgive others for their transgressions, your heavenly Father will also forgive you. But if you do not forgive others, then your Father will not forgive your transgressions.” (Matt. 6:14-15)

Apologizing the right way is probably the most powerful way to restore a strained or broken relationship.

God created us for relationships and for community. These three life hacks can go a long way toward make them run more smoothly.

This blog post originally appeared at blogs.bible.org/engage/sue_bohlin/3_life_hacks_that_will_revolutionize_your_relationships_ on April 5, 2016

“Mistakes Were Made”

If you’re the nation’s top cop, you know it’s a bad day when pundits compare you to Janet Jackson and Justin Timberlake.

Under fire from solons of both parties for the controversial dismissal of eight US attorneys, Attorney General Alberto Gonzales met the press. Were the dismissals politically

motivated? Who suggested them and why? Inquiring minds wanted to know.

Gonzales assured his critics he would get to the bottom of this. Mistakes were made, he explained.

Admitting mistakes can be constructive. The problem, of course, was Gonzales' ambiguous undertone. Was it honest confession or artful sidestep?

Confession or Sidestep?

Maybe mistakes were made means, Somebody messed up royally. We're investigating thoroughly, so please sit tight. We'll name names soon.

Or it could mean, I know who botched this. But I don't want to point the finger directly at me or my colleagues, so I'll throw up a vague camouflage.

Maybe Gonzales meant the former. Critics cried foul. *The New York Times* called it an "astonishingly maladroït...Nixonian...dodge."[{1}](#) Administration inconsistencies about who-did-or-knew-what-when did not help quiet skeptics. Who would take responsibility? Ghosts of Janet, Justin and the 2004 Super Bowl reappeared.

Timberlake's press agent announced back then, "I am sorry if anyone was offended by the wardrobe malfunction during the halftime performance."[{2}](#) Jackson told a press conference, "If I offended anybody, that was truly not my intention."[{3}](#) William Safire has identified a special verb tense for similar nonconfession confessions: "the past exonerative."[{4}](#)

True Confessions

What did Gonzales mean? I don't know; I'm still watching. But the "mistakes were made" flap illustrates the need for guidelines for fessing up when warranted.

How about, I was wrong; I'm sorry; please forgive me?

That's seldom easy. Its risky. Makes you vulnerable to your enemies.

Duke political science professor Michael Munger observes that many politicians seem reluctant to admit faults: "I wonder if some capacity for self-delusion is a requirement for being a politician."[\[5\]](#) Munger also notes that business star Henry Ford was reputed to have exemplified the doctrine, "Never apologize, never explain."[\[6\]](#) Literary giant Ralph Waldo Emerson claimed, "No sensible person ever made an apology."[\[7\]](#)

Reminds me of the editor who, when asked by an exasperated reporter if he'd ever been wrong, replied, Yes. Once I thought I was wrong, but I wasn't."

Could big egos that drive success be rendering some folks relationally and ethically flawed?

Plastic Buckets

My second year in university, I swiped a plastic bucket from behind the lectern in the psychology lecture hall. It had been there every day during the semester. No one wants it, I convinced myself. It deserves to be taken. I used it to wash my car.

Two years later, I considered a biblical perspective: If we say we have no sin, we are only fooling ourselves and refusing to accept the truth. But if we confess our sins to ... [God], he is faithful and just to forgive us and to cleanse us from every wrong.[\[8\]](#)

That bucket kept coming to mind. I needed to admit my theft to God and make restitution.

My booty long since lost, I purchased a new bucket and carried it sheepishly across campus one afternoon. Finding no one in the psychology building to confess to, I left the bucket in a

broom closet with a note of explanation. Maybe a janitor read it. My conscience was clear.

We all probably have some plastic buckets in our lives, observed an associate. If you do, may I recommend honesty for easier sleeping? Oh, and if you happened to be the owner of that bucket I stole, I was wrong. I'm sorry. Please forgive me.

Notes

1. "Politics, Pure and Cynical," (Editorial), *The New York Times*, March 14, 2007; <http://tinyurl.com/yvnjyd>, accessed March 18, 2007.
2. John M. Broder, "Familiar Fallback for Officials: 'Mistakes Were Made'," *The New York Times*, March 14, 2007; <http://www.nytimes.com/2007/03/14/washington/14mistakes.html>, accessed March 18, 2007.
3. Robert J. Bliwise, "We Apologize: The Sorry State of Remorse," *Duke Magazine* 90:3 May-June 2004; <http://www.dukemagazine.duke.edu/dukemag/issues/050604/apologize1.html>, accessed March 18, 2007.
4. Diane Hartman, "Watching My Language" (Book Review of William Safire's *Watching My Language*), *Denver Post* Online, "September 14" (no year given); <http://extras.denverpost.com/books/book23.htm>, accessed March 18, 2007.
5. Bliwise, loc. cit.
6. Ibid.
7. Ibid. It is unclear from the text whether Munger or Bliwise supplied the Emerson quotation.
8. 1 John 1:8-9 NLT.

Can You Forgive Michael Vick?

Public reaction to football star Michael Vick's confession and apology for dog fighting has been passionate and polarized. Was he sincere? Or was it just a last resort when cornered by the law, a PR move to help rehabilitate his image and financial future?

The crimes were abhorrent. Underperforming canines were executed by hanging and drowning. This sickening stuff hits many folks in their guts, hard and deep.

He faces legal consequences. But should you and I forgive him?

Genuine Contrition?

Vick says, "Dog fighting is a terrible thing, and I did reject it. I'm upset with myself through this situation I found Jesus and asked him for forgiveness and turned my life over to God."[1](#)

Smooth but not convincing, cry some. It's just a show. He's a disgusting person and a terrible role model. Off with his head! Others quote English poet Alexander Pope, "To err is human, to forgive divine."

Perhaps time will tell how sincere he was. Some wonder, Michael Vick didn't do anything to me, so *for what* could I forgive him? True, he may not have harmed you personally. But he did violate society's laws and many people's sense of decency. Public figures' actions can have wide social impact. The fact that lots of kids looked up to him compounds the anger many feel when they indicate they could never accept his apology or forgive him for the harm he's done.

Indeed, negative feelings expressed toward Vick sometimes sound visceral, as if the speakers themselves had been injured. Frederic Luskin, former director of the Stanford

Forgiveness Project, says, "Our bodies react as if we're in real danger right now to a story of how someone hurt us seven years ago. You're feeling anger, your heart rhythm changes breathing, gets shallow."[\[2\]](#)

Can you and I forgive Michael Vick?

Consider a wise woman who wrestled with similar feelings. Corrie ten Boom and her Dutch family hid Jews from the Nazis during World War II. For this she endured Ravensbruck, a concentration camp. Her inspiring story became a famous book and film, *The Hiding Place*.

Chilling Memories

In 1947 in a Munich church, she told a German audience that God forgives.[\[3\]](#) When we confess our sins, she explained, God casts them into the deepest ocean, gone forever. After her presentation, she recognized a man approaching her, a guard from Ravensbruck, before whom she had had to walk naked. Chilling memories flooded back.

A fine message, *Fraulein!* said the man. How good it is to know that, as you say, all our sins are at the bottom of the sea! He extended his hand in greeting.

Corrie recalled, "I, who had spoken so glibly of forgiveness, fumbled in my pocketbook rather than take that hand. He would not remember me. . . But I remembered him and the leather crop swinging from his belt. I was face to face with one of my captors, and my blood seemed to freeze."

The man continued: "You mentioned Ravensbruck in your talk.... I was a guard there. But since that time I have become a Christian. I know that God has forgiven me for the cruel things I did there, but I would like to hear it from your lips as well, *Fraulein*." He extended his hand again. "Will you forgive me?"

Forgive Him?

Corrie stood there, unable to forgive. As anger and vengeful thoughts raged inside her, she remembered Jesus' death for this man. Of His executioners He said, "Father, forgive these people, because they don't know what they are doing." {4}

How could she refuse? But she lacked the strength. She silently asked God to forgive her and help her forgive him. As she took his hand, she felt a healing warmth flooding her body. "I forgive you, brother!" she cried, "With all my heart."

And so, Corrie later recalled, "I discovered that it is not on our forgiveness any more than on our goodness that the world's healing hinges, but on [God's]. When He tells us to love our enemies, He gives, along with the command, the love itself."

If Corrie could forgive one who did her such harm, should we be willing to consider forgiving a public figure whose actions harm society? Could what Corrie found in faith help manage overwhelming anger and rage?

Will you and I forgive Michael Vick?

Notes

1. Text of Atlanta Falcons quarterback Michael Vick's statement, USA Today, August 27, 2007, www.usatoday.com/sports/football/2007-08-27-2672656486_x.htm
2. "Peace Work," Stanford Magazine, Joan O'C. Hamilton, 2001, <http://www.stanfordalumni.org/news/magazine/2001/mayjun/features/forgiveness.html>.
3. Corrie ten Boom, "Death Camp Revisited," Worldwide Challenge, July/August 1994, 35-36.
4. [Luke 23:34](#) NLT.

Your Money, Your Life or Your Wine

Could offering a cup of human kindness save your life sometime? It helped protect guests from a menacing gunman at a recent Washington, DC, dinner gathering.

Comedian Jack Benny had a famous skit in which an armed robber pointed a gun at Benny, whose comedy often poked fun at his own miserly show business persona. In the routine, Benny told the robber to put the gun down. The robber persisted. “Your money or your life!” demanded the crook, irritated by the delay. “I’m thinking it over,” deadpanned Benny.[\[1\]](#)

Quick thinking helped save the DC dinner guests.

Give me your money!

The Washington Post reports[\[2\]](#) that some friends had enjoyed steak and shrimp at a DC home and were sitting on the back patio sipping wine around midnight. A hooded gunman slipped in through an open gate and held a pistol to a fourteen-year-old girl’s head. “Give me your money, or I’ll start shooting,” demanded the intruder.

The guests—including the girls parents—froze. Then one adult—Cristina “Cha Cha” Rowan—had an idea.

“We were just finishing dinner,” Rowan said to the uninvited guest. “Why don’t you have a glass of wine with us?”

The robber sipped their French wine and said, “Damn, that’s good wine.”

Michael Rabdau, the girl’s father, offered the man the glass.

Rowan offered the bottle. The man—with hood down, by this point—sipped more wine and sampled some Camembert cheese. Then he stowed the gun in his pocket and admitted, “I think I may have come to the wrong house. I’m sorry. Can I get a hug?”

Rowan hugged the man. Then Rabdau, his wife and the other two guests each hugged him. The man asked for a group hug; the five adults complied. He left with the wine glass. There were no injuries, no theft. The stunned guests entered the house and stared at each other silently. Police came. Investigators discovered the empty and unbroken wine glass on the ground in a nearby alley.

“I was definitely expecting there would be some kind of casualty,” Rabdau recalled, according to the *Post*. “He was very aggressive at first; then it turned into a love fest. I don’t know what it was.”

“There was this degree of disbelief and terror at the same time,” Rabdau observed. “Then it miraculously just changed. His whole emotional tone turned—like, we’re one big happy family now. I thought: Was it the wine? Was it the cheese?” The entire encounter lasted about ten minutes. DC police chalked it up as strange but true.

Gentle Answers

An old Jewish proverb says, “A gentle answer turns away wrath, but a harsh word stirs up anger.” [{3}](#) I suspect her friends are extremely grateful that Cha Cha Rowan had the presence of mind to offer a gentle reply to the intruder’s demands.

Sometimes the psychological approach can deter disaster. Kindness and hospitality often can defuse tension and help open hearts and minds. Was the robber lonely? Feeling sad or rejected? Weary of his lifestyle? Hungry for acceptance and friendship? Rowan and her friends struck an emotional chord that resonated, apparently deeply.

Brute force and overwhelming arguments are common cultural responses to danger or opposition and, of course, they're sometimes necessary. Most of us are glad Hitler was defeated and that legislators outlawed slavery. But could gentle answers improve any disputes—or families, marriages, workplaces, political relationships—that you've seen?

Notes

1. George Grow, "Funnyman Jack Benny Won Hearts Mainly by Making Fun of Himself," Voice of America News, 21 May 2005; at www.voanews.com/specialenglish/archive/2005-05/2005-05-21-voa1.cfm (accessed July 19, 2007).
2. Allison Klein, A Gate-Crasher's Change of Heart, Washington Post, July 13, 2007; B01; at <http://tinyurl.com/2q9mjc> (accessed July 17, 2007).
3. Proverbs 15:1 NIV.

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South African Apartheid Leaders Apology for Racial Sins

Could the world use a bit more contrition, forgiveness and reconciliation?

Recent international news reports brought a startling example of contrition by Adriaan Vlok, former Law and Order Minister under South Africa's apartheid regime.

Robert Enright is an educational psychology professor at the University of Wisconsin-Madison and president of the

International Forgiveness Institute. He laments the fact that despite society's conflicts, "almost never do we hear public leaders declaring their belief that forgiveness can bring people together, heal their wounds, and alleviate the bitterness and resentment caused by wrongdoing." [\[1\]](#)

Here's an exception.

During the 1980s, conflict raged between South Africa's white minority Afrikaner government and the black majority opposition. One former African National Congress operative—now a government official—told me over breakfast in Cape Town that his responsibilities back then had been "to create chaos." Mutual hostility and animosity often reigned.

Bombing Campaign

In 1998, Adriaan Vlok confessed to South Africa's Truth and Reconciliation Commission that in 1988 he had engineered the bombing of the headquarters of the South African Council of Churches, a prominent opposition group. The bombing campaign also included movie theaters showing "Cry Freedom," an anti-apartheid film. [\[2\]](#)

I had tickets to see "Cry Freedom" in Pretoria for opening night, but the screening was cancelled. The next morning, a bomb was discovered in the theater I would have attended.

You might imagine my interest when BBC television told of Vlok's recent attempt to reconcile personally with Rev. Frank Chikane, former head of the South African Council of Churches, the group whose headquarters Vlok had bombed. Chikane, now director general of the South African president's office, reports that Vlok visited his office and gave him a Bible with these words inscribed: "I have sinned against the Lord and against you, please forgive me (John 13:15)."

An Example to Follow?

That biblical reference is Jesus' Last Supper admonition that his disciples follow his example and wash one another's feet. The inscription's words echo those of the Prodigal Son who in the famous biblical story returns home after squandering his inheritance, hopes his father will accept him as a hired hand, and says, "I have sinned against heaven and against you." {3} The father rejoices over his return, warmly receives him as son, and throws a welcome celebration.

Chikane tells what Vlok did next: "He picked up a glass of water, opened his bag, pulled out a bowl, put the water in the bowl, took out the towel, said 'you must allow me to do this' and washed my feet in my office." Chikane gratefully accepted the gesture. {4}

Vlok, a born-again Christian, later told BBC television it was time "to go to my neighbor, to the person that I've wronged." He says he and his compatriots should "climb down from the throne on which we have been sitting and say to people, 'Look, I'm sorry. I regarded myself as better than you are. I think it is time to get rid of my egoism my sense of importance, my sense of superiority.'" {5}

Startling contrition, indeed.

Forgiveness Components

The late and renowned ethicist Lewis Smedes stressed three components of forgiving others: "First, we surrender our right to get even.... Second, we rediscover the humanity of our wrongdoer...that the person who wronged us is a complex, weak, confused, fragile person, not all that different from us.... And third, we wish our wrongdoer well." {6}

Former U.S. Senator Alan Simpson has quipped that those in Washington, DC traveling "the high road of humility" won't

encounter “heavy traffic.” {7} Too often the same holds in workplaces, neighborhoods and families. Could Vlok’s example inspire some changes?

Notes

1. Gary Thomas, “The Forgiveness Factor,” Christianity Today, January 10, 2000, 38.
2. “Botha implicated in Church bombing,” BBC News online, July 21, 1998; news.bbc.co.uk/2/hi/africa/136504.stm; accessed September 3, 2006.
3. Luke 15:21 NIV.
4. “Feet washed in apartheid apology,” BBC News online, 28 August 2006; news.bbc.co.uk/2/hi/africa/5292302.stm; accessed September 3, 2006.
5. “Minister atones for race sins,” BBC News video, 3 September 2006; <http://tinyurl.com/g899l>; accessed October 4, 2006.
6. Lewis B. Smedes, “Keys to Forgiving,” Christianity Today, December 3, 2001, 73; www.christianitytoday.com/ct/2001/015/42.73.html.
7. Harry Kreisler, “Let ‘er Rip! Reflections of a Rocky Mountain Senator: Conversation with Alan K. Simpson, Former U.S. Senator, Wyoming,” Conversations with History, Institute of International Studies, University of California-Berkeley, September 17, 1997; globetrotter.berkeley.edu/conversations/Simpson/simpson1.html; accessed October 2, 2006.