

APPENDIX

INDIRECT APOLOGIES

AKNOWLEDGMENT OF RESPONSIBILITY

Code No	Utterance	Time Frame	Apology Strategies	Explanation
IAAR1-GGS1E1	HUNTER: “Chill, Max.” MAXINE: “Oh! <u>I didn’t mean to</u> , like, bring up painful memories for you. It’s just I really love all that gruesome shit, you know?”	21:55-22:04	Indirect Apologies: Acknowledgment of Responsibility	Max, speaking at length about a motorbike accident, was told by Hunter to calm down, which made Max realize she might have brought up painful memories for Ginny. Max’s utterance, “I didn’t mean to...” reflects an Indirect Apology: Acknowledgment of Responsibility from Trosborg’s theory, as she admitted her actions could negatively impact Ginny while subtly expressing self-blame without fully assigning guilt to herself.
IAAR2-GGS1E1	GEORGIA: “OK. You have to stop. <u>I shouldn't have gone all mom on you</u> about that jerkoff with the bike, but I had a flashback of this age.”	41:05-41:15	Indirect Apologies: Acknowledgment of Responsibility	Georgia said that she should not have scolded Ginny for riding Marcus' bike recklessly. The phrase “I shouldn't have gone all mom on you” shows that Georgia realizes her actions may have been excessive and potentially hurt Ginny's feelings. However, this apology is delivered indirectly, without using explicit phrases like “I'm sorry.”

IAAR3- GGS1E2	NORAH: “So we went to, like, three different stores, and finally found the right shade.” GINNY: “Why?” ABBY: “Cause the cosmetic industry's racist.” GINNY: “No, I mean, why would you do that?”	43:15- 43:27	Indirect Apologies: Acknowledgment of Responsibility	Norah and Abby visited Ginny and gave her a make-up shade that suited her skin, explaining they felt guilty for previously trying to match her with an unsuitable shade. This reflects an Indirect Apology: Acknowledgment of Responsibility from Trosborg’s theory, as Norah did not explicitly say “I’m sorry” but expressed guilt, indirectly acknowledging that their actions might have caused emotional discomfort to Ginny, aligning with the self- blame aspect of indirect apologies.
	NORAH: “<u>Oh, we felt bad.</u> You're our friend.”			

IAAR4- GGS1E3	ELLEN: “Have you seen Marcus anywhere?” GEORGIA: “No.” ELLEN: “<u>Maybe I shouldn't have made him come to this.</u> He has a hard time with these things.”	21:33- 21:42	Indirect Apologies: Acknowledgment of Responsibility	Ellen's words contain an acknowledgment that her actions (forcing Marcus to come to the Sophomore Sleepover) may have been wrong. By saying “Maybe I shouldn't have made him come to this,” Ellen acknowledges that her decision to force Marcus to attend was a mistake that could potentially have a negative impact on Marcus. In Trosborg's theory, Acknowledgment of Responsibility is a form of indirect apology, where the offender shows awareness and recognition of their responsibility for the situation without explicitly apologizing.
IAAR5- GGS1E6	CYNTHIA: “Zach required a stitch! Who knows when he'll next hold a tennis racket?”	00:30- 00:35	Indirect Apologies: Acknowledgment of Responsibility	Cynthia explained that her son Zach was injured and required stitches after being stabbed by Austin. Georgia, as a busy single mom, implicitly apologized by accepting responsibility, stating “This is my fault,” acknowledging her shortcomings as a parent may have
	GEORGIA: “<u>This is my fault.</u>”			contributed to Austin's behavior, a form of indirect apology that conveys self-blame and accountability.

IAAR6- GGS1E8	NORAH: “I begged her not to do that interview. — <i><u>I shouldn't have told her about your mom's guns.</u></i>”	44:50- 44:54	Indirect Apologies: Acknowledgment of Responsibility	Norah indirectly admits that her action (telling her mother about Ginny's mother's gun) was a mistake. By saying “I shouldn't have told her,” Norah shows awareness that her actions could potentially cause problems or negative impacts for Ginny. In Trosborg's theory, Acknowledgment of Responsibility is a form of indirect apology where the perpetrator expresses responsibility through reflection on their mistake without an explicit apology.
IAAR7- GGS1E9	GINNY: “I know you're ignoring my texts. <i><u>I know it's all my fault.</u></i>”	31:44- 31:49	Indirect Apologies: Acknowledgment of Responsibility	Ginny entered Marcus' room, where he was lying on his bed, and asked about his recovery from the motorcycle accident. She admitted fault for her past behavior, acknowledging that Marcus ignored her messages because of the bad things she said. By taking full responsibility and expressing self-blame, Ginny's apology aligns with Trosborg's Acknowledgment of Responsibility strategy.

IAAR8- GGS1E10	HUNTER: “Look, we both said some seriously screwed-up stuff. But...” GINNY: “<u>I feel terrible</u>. I don't want it to end like that.” HUNTER: “I don't want it to end at all.”	11:59- 12:09	Indirect Apologies: Acknowledgment of Responsibility	Both Hunter and Ginny said hurtful things to each other when they were arguing a few days ago. Ginny felt guilty about it. The statement reflects Ginny's acknowledgment that her actions, which was saying hurtful things during the argument was part of the problem. Ginny felt guilty for saying hurtful things during an argument with Hunter, acknowledging her role in the issue. Based on Trosborg's theory, this is an Indirect Apology: Acknowledgment of Responsibility as she expresses guilt and empathy without explicitly apologizing.
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EXPLANATION OR ACCOUNT

Code No	Utterance	Time Frame	Apology Strategies	Explanation
IAEA1-GGS1E2	HUNTER: <i>“<u>Sorry I wasn't at Brodie's last night. I had</u></i>	26:51-27:01	Indirect Apologies:	Hunter apologizes to Ginny and her friends for missing the hangout at Brodie's, explaining that last-minute tutoring prevented him from attending. According to Trosborg, this
	<i>some last-minute tutoring.</i> Maybe we can hang soon.” GINNY: “Sure.” HUNTER: “Cool.”		Explanation or Account	aligns with Explanation or Account, an indirect apology strategy that mitigates guilt by providing a reason for the offense.

IAEA2-GGS1E2	GEORGIA: “Don't tell me race had nothing to do with it. Did you see her shoplift?” SHOP KEEPER: “Yes, a pair of earrings and” GEORGIA: “Oh my God. Oh, I feel faint.	30:21-30:31	Indirect Apologies: Explanation or Account	Georgia apologized to a shopkeeper for accusing them of racism after Ginny was suspected of shoplifting, which Ginny later admitted to. Georgia's apology, followed by the explanation that social injustice upset her, aligns with Trosborg's Explanation or Account strategy, where an apology is supported by a context to justify the reaction.
	<u>I'm</u> <u>sorry.</u> <u>Social</u> <u>injustice</u> <u>tends to upset me.”</u>			

IAEA3-GGS1E4	PAUL: “Georgia, you know Erica from HR.” GEORGIA: “Hello. This is an informational conversation. Paul, can you tell Georgia your concerns?” PAUL: “When I was babysitting Austin, I saw several credit cards in his name.” ERICA: “This isn't an accusation.	08:13-08:59	Indirect Apologies: Explanation or Account	“I'm sorry. This is emotional for me.” which shows an apology for her emotions during the conversation. However, Georgia immediately followed up the apology by giving an explanation that the emotion was caused by the situation regarding Austin's father, Gil, who was in jail for embezzlement. According to Trosborg's theory, Explanation or Account, by giving the reason that the situation was emotional due to personal background, Georgia attempted to reduce the burden of blame (mitigating circumstances) and provide understanding to the listener without relying solely on a direct apology.
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	We wanted to have a conversation.” GEORGIA: “Austin's father, Gil, is currently in jail. <u>I'm</u> <u>sorry.</u> <u>This is emotional for me.</u> He embezzled from his company.”			
IAEA4-GGS1E6	GINNY: “<u>Sorry. I'm just...I'm really distracted. My family's been extra insane lately.</u>” ABBY: “Oh, everyone's family's insane.”	15:40-15:49	Indirect Apologies: Explanation or Account	Ginny apologized to Abby for being distracted during their Spanish practice, explaining that her family’s recent insane situation caused her lack of focus. This aligns with Trosborg's Explanation or Account strategy, where an external factor is highlighted to mitigate responsibility.

IAEA5-GGS1E6	PAUL: “Hello! Um...” GINNY: “Paul? Hi!” PAUL: “Hi. Uh, <u>sorry to barge in like this. The door was open.</u> I was just hoping to drop some flowers off for Georgia. She seemed a little off today.”	30:48-30:58	Indirect Apologies: Explanation or Account	Paul explained that he came in because the door was open and his intention was only to deliver flowers to Georgia who did not look well that day. According to Trosborg's theory, Explanation or Account is an indirect apology strategy in which the offender provides a context or reason that explains his actions so as to help reduce the burden of blame or avoid negative assumptions from the recipient of the apology.
IAEA6-GGS1E8	ABBY: “You guys are bad friends. And this, MANG? MANG is dead. So...”	43:27-43:45	Indirect Apologies: Explanation or Account	Ginny apologized and explained to Abby that she was also facing severe family problems. By stating this, Ginny tried to show that her actions were not intended to ignore Abby intentionally, but rather due to external factors that were beyond her control. This explanation serves to reduce the burden of blame (mitigating circumstances) and provide
	GINNY: “Hey, <u>I'm sorry, but I've had a lot of family stuff to deal with too.</u> It's not just always about you.”			background that can build empathy from the recipient of the apology. In this case, Ginny explains her personal situation to explain why she was not fully present for Abby.

DIRECT APOLOGIES**EXPRESSION OF REGRET**

Code No	Utterance	Time Frame	Apology Strategies	Explanation
DAER1-GGS1E1	MAXINE: “Marcus, be gone.”	19:56-20:04	Direct Apologies: Expression of regret	Maxine's utterance, “Sorry about Marcus. He's an asshole,” is included in Direct Apologies: Expression of Regret according to Trosborg's theory because Maxine explicitly apologizes for Marcus's actions that are considered annoying to Ginny. In this case, Maxine uses
	MARCUS: “See you around, neighbor” MAXINE: “ <u>Sorry</u> <u>about</u> <u>Marcus</u> . He’s an asshole.”			the word “sorry” directly to show her regret regarding Marcus' inappropriate behavior.

DAER2-GGS1E1	MAXINE: “And you know what? Your skin is flawless. Do you jade roll? <u>Ooh, sorry.</u> ”	21:08-21:11	Direct Apologies: Expression of regret	In Trosborg's theory, Expression of Regret is a form of direct apology used to show regret for an action that is considered to have caused discomfort or problems. In this context, Maxine directly expresses regret with the word “sorry” after realizing that her action (trying to touch Ginny's face) disturbs or makes Ginny avoid.
DAER3-GGS1E1	PAUL: “Are you OK?” GEORGIA: “Georgia.” PAUL: “Paul Randolph.”	23:00-23:16	Direct Apologies: Expression of regret	According to Trosborg, Expression of Regret is a form of direct apology that shows regret for an event or action taken, without including a reason or lengthy explanation. In this case, Paul admits that he has forgotten how to properly introduce himself, and with the words “I'm so sorry,” he directly expresses regret for his mistake.

	Mayor. That was instinct. <u><i>I'm so sorry.</i></u> I've forgotten how to introduce myself like a human. Let me start over. Hi, I'm Paul.”			
DAER4-GGS1E1	MAXINE: “Marcus, what are you doing? Why is that in my room?” MARCUS: “Cause no one checks your room.” MAXINE:	31:42-32:00	Direct Apologies: Expression of regret	Maxine apologized to Ginny for Marcus unexpectedly entering her room while she was away, using the word "Sorry" to express regret. This aligns with Trosborg's Expression of Regret, a direct apology where the speaker clearly expresses regret for an action that caused discomfort or disturbance.

	“Gross. Get help. Also, can you please leave? Cause we're trying to study. <u>Sorry about him.</u>” GINNY: “It's fine.”			
DAER5-GGS1E1	MAXINE: “Hunter, do you watch Vanderpump Rules?” HUNTER: “<u>No, sorry.</u>” MAXINE: “Neither does Ginny. You guys	39:06-39:10	Direct Apologies: Expression of regret	Hunter's utterance, “No, sorry,” is classified as Direct Apologies: Expression of Regret according to Trosborg's theory because Hunter directly used the word “sorry” to express his regret after Maxine mentioned that she and Ginny did not watch Vanderpump Rules. Even though Hunter did not make a big mistake, he used the word “sorry” as a form of regret or apology for not meeting Maxine's expectations regarding the topic under discussion.
	are so uncultured.”			

DAER6-GGS1E2	SAMANTHA: “Ginny, what are you? You're so, like, exotic looking.” MARCUS: “Catch ya later, kid.” GINNY: “ <u>Uh...Sorry.</u> ”	04:48-04:59	Direct Apologies: Expression of regret	In this case, Ginny may have felt bad about having to end the conversation with Samantha and continue to follow Marcus, so she said “sorry” as a form of regret for the situation, even though there was no direct fault to apologize for. This utterance shows regret expressed directly, in accordance with the characteristics of Direct Apologies: Expression of Regret.
DAER7-GGS1E3	AVERY'S MOM: “ <u>Oh...sorry.</u> ”	17:28-17:30	Direct Apologies: Expression of regret	Avery's mom immediately apologized with "sorry" after almost bumping into someone on the street. This is an example of Direct Apologies: Expression of Regret from Trosborg's theory, where she directly expresses regret for the near collision, acknowledging her fault.

DAER8-GGS1E3	RILEY: “Look, <u>I'm sorry</u> . You're awesome, but I'm definitely straight. I mean, I wish I wasn't because we would be the hottest couple. Literally, all of the guys' heads would explode.”	32:54-33:15	Direct Apologies: Expression of regret	According to Trosborg, Expression of Regret is a form of direct apology that shows regret for a situation or action that occurred. In this case, Riley expresses regret about his inability to be a romantic partner for Maxine, as she is straight and does not share the same feelings. This direct apology shows Riley's regret for the incompatibility, which is in accordance with the concept of Expression of Regret, where the apologizer expresses regret for a condition or situation that is not ideal.
DAER9-GGS1E3	GEORGIA: “Max?” MAXINE: “ <u>Oh...I'm sorry</u> . I didn't mean to...”	33:57-34:04	Direct Apologies: Expression of regret	Maxine's utterance, “Oh...I'm sorry. I didn't mean to...” is classified as Direct Apologies: Expression of Regret according to Trosborg's theory because Maxine explicitly utters the word “sorry” to express regret for an action that she considers to have been intrusive or inappropriate. In this context, Maxine expresses regret after realizing that her presence and the act of opening

	GEORGIA: “Oh, honey. What happened?”			the door may have interrupted Georgia or the situation that was happening.
DAER10-GGS1E3	MAXINE: “God, what is wrong with me?” SOPHIE: “Hey! Max, right?” MAXINE: “ <u>Sorry</u> . I didn't think anyone would be in here.”	45:43- 45:54	Direct Apologies: Expression of regret	In this case, Maxine felt sorry for thinking that there was no one in the room, and she directly expressed her regret with the word “sorry.” This utterance shows clear and direct regret related to the situation, in accordance with the characteristics of Direct Apologies: Expression of Regret, where the apologizer expresses regret for the action or situation.
DAER11-GGS1E4	GINNY: “Why are you friends with Press? He's such a douche.” HUNTER:	04:01- 04:26	Direct Apologies: Expression of regret	Ginny questioned why Hunter was friends with Press, and Hunter explained that Press supported him during an illness. When Hunter later raised his voice while discussing a song called “Adderall Brains,” he immediately apologized to Ginny. Using the explicit

	“Press stuck it out with me when I was on Adderall, and I was, like, a total zombie for three years, which is why we should start with "Adderall Brains. It has a...It has a message. <u>Sorry.</u> <u>I'm</u> <u>sorry.</u> We've been talking about this all night.” GINNY: “It's OK. I know			phrase “Sorry. I'm sorry,” Hunter directly expressed regret, aligning with Trosborg's <i>Expression of Regret</i> as he acknowledged potentially making Ginny uncomfortable.
	Battle of the Bands is important to you.”			

DAER12-GGS1E4	A MAN: “Mayor, can I borrow you?” PAUL: “Of course, yes.” PAUL: “<u>I’m sorry.</u> <u>Duty calls.</u>” GEORGIA: “Hmm.”	41:12-41:17	Direct Apologies: Expression of regret	Paul apologizes to Georgia using the phrase “I’m sorry” for having to leave their conversation due to a duty call, directly expressing regret for the situation. This aligns with Trosborg’s <i>Expression of Regret</i> , where the speaker explicitly shows remorse for an action or circumstance.
DAER13-GGS1E4	HUNTER: “About the picture, I just wanted you to know that I	44:48-45:04	Direct Apologies: Expression of regret	In this case, Hunter realized that the way he had responded to the photo sent by Ginny had caused Ginny to feel judged, and by saying “I’m sorry,” he directly expressed regret for the misperception. This utterance shows clear and direct regret related to the action that has

	respected you.” GINNY: “OK, but I put myself out there, and I just felt judged.” HUNTER: “Shit. I didn't think of it like that. <u>I'm sorry.</u>”			caused Ginny discomfort, in accordance with the characteristic of Direct Apologies: Expression of Regret.
DAER14-GGS1E5	GINNY: “Hey, Bracia.” BRACIA: “Hey.” GINNY: “Um...<u>I'm sorry about leadership.</u>” BRACIA: “It doesn't matter.”	12:25-12:33	Direct Apologies: Expression of regret	Ginny apologizes to Bracia for not being able to join her in the leadership program, directly using the phrase “I'm sorry” to express regret. This aligns with Trosborg's Expression of Regret, where Ginny acknowledges her inability to follow through and shows awareness of her actions.
	You seem to be fitting in just fine.”			

DAER15-GGS1E5	GINNY: “<u>I’m really sorry.</u> I don’t know why I started talking about all that. It’s not that dramatic.”	22:43- 22:47	Direct Apologies: Expression of regret	Ginny apologizes with “I’m really sorry” for oversharing about her family background during dinner at Hunter’s house, realizing it was unnecessary. This aligns with Trosborg’s <i>Expression of Regret</i> , where she directly expresses regret for her actions.
DAER16-GGS1E5	GEORGIA: “Are you mad?” NICK: “I’m very mad. I’m the one who have to clean up your mess. Tonight I was gonna workshop	30:35- 30:46	Direct Apologies: Expression of regret	According to Trosborg, Expression of Regret is a form of direct apology in which the speaker expresses regret for the action or situation that occurred without including a reason or lengthy explanation. Georgia uses “I’m sorry” to express her regret directly, which shows that she realizes the impact of her actions on Nick and acknowledges that she has made the situation more difficult for Nick. This utterance shows explicit and direct.

	my new drag character, Aqua Marinara, where I'm a spaghetti and meatball mermaid. So yes, I'm mad." GEORGIA: "<u>I'm</u> <u>sorry</u>." NICK: "I forgive you."			
DAER17-GGS1E5	GINNY: "Hey, Marcus, <u>I'm</u> <u>sorry</u> <u>about</u> <u>earlier</u>. You were right. I was avoiding you."	46:17-46:24	Direct Apologies: Expression of regret	Ginny apologizes to Marcus using the phrase "I'm sorry" for avoiding him earlier, expressing regret for her actions. This aligns with Trosborg's Expression of Regret, where Ginny directly acknowledges and shows guilt for her behavior.
DAER18-GGS1E5	GINNY: "And I cannot stress this	48:44-48:49	Direct Apologies:	Georgia apologizes to Ginny using the phrase "I'm sorry" for not telling her about her sister, expressing regret for

	enough, the absolute...” GEORGIA: <i>“I’m sorry. OK, I should have told you.”</i>		Expression of regret	hiding the truth. This aligns with Trosborg’s Expression of Regret, where Georgia directly acknowledges and feels guilty for her actions.
DAER19-GGS1E6	GEORGIA: “I must have missed Austin’s cries for help. <i>I’m...so sorry this happened.”</i> CYNTHIA: “Austin shouldn’t be allowed back into the classroom.”	00:36-00:44	Direct Apologies: Expression of regret	Georgia apologizes to Cynthia using the phrase “I’m...so sorry” for her son Austin’s behavior, expressing deep regret for the incident. This aligns with Trosborg’s Expression of Regret, where Georgia directly conveys guilt for the harm caused.

DAER20-GGS1E6	SOPHIE: “Max, I don't have time for this.” MAXINE: “I screwed up at Halloween, and <u>I'm really sorry.</u>” SOPHIE: “OK.”	44:44-44:54	Direct Apologies: Expression of regret	Maxine apologizes to Sophie using the phrase "I'm really sorry" for her actions on Halloween, acknowledging her mistake. This aligns with Trosborg's Expression of Regret, where Maxine directly expresses guilt and regret for her behavior.
DAER21-GGS1E6	GEORGIA: “<u>I'm sorry I slapped you.</u> I just...If you knew, you'd never look at me the same way. There'd be no coming back from that.”	50:02-50:19	Direct Apologies: Expression of regret	In this case, Georgia directly and openly says “I'm sorry”, which shows regret for her actions. In addition, Georgia acknowledges that her action (slapping Ginny) was an overreaction to the situation, and she also provides emotional context to explain the reason behind her action. This underlines a direct awareness and regret for the inappropriate behavior, in accordance with the characteristics of Direct Apologies: Trosborg's Expression of Regret.

DAER22-GGS1E7	HUNTER: “<u>I’m so sorry about Brodie.</u> I know he’s my friend and all.”	32:44-32:48	Direct Apologies: Expression of regret	Hunter apologizes to Ginny using the phrase "I'm so sorry" for not preventing Brodie from making a hurtful joke at her birthday party. This aligns with Trosborg's Expression of Regret, where Hunter directly expresses guilt and regret for Brodie's actions that upset Ginny.
DAER23-GGS1E7	GEORGIA: “Aww. Come here.” GINNY: “<u>I’m sorry I snuck out.</u>” GEORGIA: “Mm.”	48:27-48:35	Direct Apologies: Expression of regret	Ginny explicitly uses the phrase “I'm sorry” which is a formal expression to apologize. In Trosborg's theory, Direct Apologies are characterized by the use of direct expressions such as “I'm sorry” to show regret for the actions taken. Ginny directly apologized for her act of sneaking out, which is the essence of a direct apology.
DAER24-GGS1E8	ABBY: “Screw you, Ginny.” GINNY: “You know what? You can be a real bitch, Abby.”	43:47-44:24	Direct Apologies: Expression of regret	Abby explicitly uses the phrase “I'm so sorry” to convey her regret for slapping Ginny. In Trosborg's theory, Direct Apologies involve the use of formal phrases such as “I'm sorry” that clearly state an apology. The repetition of this phrase “I'm so sorry” also emphasizes the intensity of Abby's regret.

	NORAH: “I will not be doing that.” ABBY: “ <u>Oh, I'm so sorry.</u> <u>I'm so sorry.</u> ”			
DAER25-GGS1E8	NORAH: “I don't blame you for being mad at me, OK? <u>I'm so sorry.</u> ”	45:01-45:04	Direct Apologies: Expression of regret	Norah explicitly uses the phrase “I'm so sorry” to show her regret. In Trosborg's theory, Direct Apologies involve the use of formal phrases like “I'm sorry” that clearly communicate an apology. The use of this phrase shows that Norah fully realizes that her actions were wrong and is sorry for their impact.
DAER26-GGS1E9	ZION: “Where the hell have you been? You took off in the night. We called the cops. We looked	04:47-04:53	Direct Apologies: Expression of regret	According to Trosborg, Direct Apologies are a direct and clear form of apology, where the apologizer openly admits their mistake. In this case, Georgia explicitly said “I'm sorry” as a direct apology for her actions that made Zion and his family worried.
	everywhere.” GEORGIA: <u>“I'm sorry.”</u>			

DAER27-GGS1E9	PAUL: “Georgia. The other night.” GEORGIA: “Yeah” PAUL: “ <u>I’m sorry.</u> ” GEORGIA: “Me too.”	07:30-07:38	Direct Apologies: Expression of regret	In this context, Paul clearly recognizes that the argument may have caused tension or trouble, and by saying “I’m sorry,” he directly shows regret for the incident. This utterance is not accompanied by any other reason or explanation; Paul simply expresses regret directly, which fits the definition of Direct Apologies in Expression of Regret.
DAER28-GGS1E9	ZION: “ <u>I’m sorry</u> it took so long for your mom and I to get this right.” GINNY: “Yeah, well...you both	29:02-29:08	Direct Apologies: Expression of regret	In this case, Zion acknowledges that the process of repairing the relationship with Georgia took longer than it should have, which may have caused inconvenience to Ginny. By using the words “I’m sorry”, Zion directly shows his regret for the lateness without giving further reasons or explanations, which shows the characteristic of Direct Apologies in Expression of Regret.
	are assholes, so...”			

DAER29-GGS1E9	GINNY: “I believed you. I let myself believe you. I’m so stupid.” ZION: “Look, I know. <u>I’m</u> <u>sorry</u> , gummy bear. I mean it.”	43:30-43:38	Direct Apologies: Expression of regret	Zion apologized to Ginny for his inability to stay longer, which had most likely caused disappointment to Ginny, who had previously trusted and expected more. By using the word “I’m sorry”, Zion directly shows regret without giving further reasons or explanations, which fits the definition of Direct Apologies in Expression of Regret.
DAER30-GGS1E10	PAUL: “ <u>I am so sorry</u> <u>that</u> <u>happened</u> . You know I trust you, right?” GEORGIA: “Yeah.”	10:11-10:18	Direct Apologies: Expression of regret	Paul feels sorry for not being able to prevent the accusations against Georgia, which most likely caused Georgia to feel cornered or aggrieved. By using the words “I’m so sorry,” Paul immediately shows regret for the situation, without including any reasons or lengthy explanations. This is an example of a direct apology that shows regret for the event that caused inconvenience to
				Georgia, in accordance with Trosborg's Direct Apologies in Expression of Regret.

DAER31- GGS1E10	GINNY: “Please. Please believe me. I wanted to tell you. <u>I'm really, really sorry.</u> I love you. You're my best friend.”	21:11- 21:17	Direct Apologies: Expression of regret	Ginny felt very sorry for not telling Maxine about the relationship, which made Maxine feel surprised and possibly hurt. Ginny expresses this regret with the words “I'm really, really sorry,” which shows her regret without any other reason or explanation. This is an example of a direct apology that fits the Direct Apologies characteristic: Expression of Regret
DAER32- GGS1E10	GINNY: “Max, <u>I'm...I'm so, so sorry, OK?</u> I've never had a friend like you before.	22:48- 22:56	Direct Apologies: Expression of regret	In this case, Ginny is sorry for her actions towards Maxine, which may have disappointed or hurt Maxine. By using the words “I'm so, so sorry,” Ginny shows her sincere and direct regret without giving further reasons or justifications. This speech reflects the characteristic of Direct Apologies in Expression of Regret.
DAER33- GGS1E10	GEORGIA: “Hey, Austin.	34:41- 34:53	Direct Apologies:	Georgia realized that Austin's discovery of the letters could cause trouble or confusion, and she immediately

	Uh... I know you're not talking right now, little man, but, um... I know you found the letters, and <i>I'm really sorry.</i>		Expression of regret	expressed her regret with “I'm really sorry.” This utterance is clearly a direct apology without giving lengthy reasons or justifications, just stating regret openly. It shows explicit regret, in accordance with the hallmarks of Direct Apologies in Expression of Regret.
DAER34-GGS1E10	MARCUS: “I didn't mean it was a mistake. <i>I'm sorry.</i> ” GINNY: “It's all right.”	44:04-44:09	Direct Apologies: Expression of regret	Although Marcus may not have initially intended to express anything wrong, he acknowledges that the conversation led to his tension or confusion with Ginny. By using the words “I'm sorry”, Marcus directly expresses his regret without giving further reasons or justifications, which reflects the characteristic of Direct Apologies in Expression of Regret.

REQUEST FOR FORGIVENESS

Code No	Utterance	Time Frame	Apology Strategies	Explanation
DARF1-GGS1E1	WOMAN 1: “Poor Amber Lynn. I mean I know they had their problems with their divorce, but still, she must be devastated.” WOMAN 2: “Have you seen the new wife? Who shows that much cleavage at a funeral?”	02:09-02:24	Direct Apologies: Request for forgiveness	Ginny apologizes to Woman 2 with the phrase "Pardon me" after accidentally bumping into her, directly requesting forgiveness. This aligns with Trosborg's Request for Forgiveness, where Ginny acknowledges her actions and seeks acceptance for causing potential discomfort.
	WOMAN 1: “Tacky” GINNY: “Oh! Oops. <u>Pardon me</u>. I tripped.”			

DARF2-GGS1E1	GEORGIA: “Your whole life flashed before my eyes, and you were pregnant and broke and a high school dropout, and all that was fine. But then, you had a super bratty teenage daughter, and honestly, that	41:15-41:39	Direct Apologies: Request for forgiveness	Georgia apologizes to Ginny using the phrase "Forgive me?" after explaining her concerns about Ginny's relationship with Marcus, acknowledging that her actions may have hurt Ginny. This aligns with Trosborg's Request for Forgiveness, where Georgia directly seeks forgiveness for potentially upsetting Ginny.
	was awful. I just wouldn't wish that on you. <u>Forgive me?</u> <u>Yes?</u>” GINNY: “Yes.” GEORGIA: “Whoo!”			

DARF3-GGS1E1	GEORGIA: <u>“Excuse me.</u> <u>Excuse me,</u> <u>everybody.</u> For those who don't know me, I'm Georgia Miller. I am so grateful to Cynthia for alerting me to this problem.”	47:13- 47:44	Direct Apologies: Request for forgiveness	In this case, by using the word “Excuse me”, Georgia apologizes for the possible disturbance or interruption to others to get their attention, while showing awareness that her actions could be disturbing, and asks them to forgive the interruption. This reflects a direct apology that corresponds to Request for Forgiveness in Trosborg's theory.
DARF4-GGS1E6	MADDIE: <u>“Please! I'm</u> <u>sorry, Mary!”</u> GEORGIA: “It's Georgia now! Georgia Warren.”	38:03- 38:08	Request for forgiveness	According to Trosborg, Request for Forgiveness is a form of direct apology where the offender explicitly asks for forgiveness or acceptance from the affected person. In this case, Maddie not only expresses regret through the word “sorry”, but also adds the word “Please”, which strengthens the nuance of the request for forgiveness. This shows that Maddie realizes that her actions have disturbed or hurt Mary, and she is trying to ask for forgiveness to repair their relationship.

REMEDIAL SUPPORT

EXPRESSING CONCERN FOR HEARER

Code No	Utterance	Time Frame	Apology Strategies	Explanation
RSECH1-GGS1E3	NORAH: “Abby. Come	31:10- 31:21	Remedial Support:	Norah's utterance, “Abs? You OK?” is included in Remedial Support: Expressing Concern for Hearer

	on. Don't ruin it.” JORDAN: “No pants, no dare.” ABBY: “I'm not taking my jeans off. OK?” JORDAN: “Damn, chill.” NORAH: “<u>Abs? You OK?</u>” ABBY: “No, it's just stupid.”		Expressing concern for hearer	according to Trosborg's theory because Norah explicitly shows attention and concern for Abby's condition after seeing Abby feel uncomfortable with the challenge given by Jordan. According to Trosborg, Remedial Support is a strategy used to improve or support situations in which the speaking party shows concern for the state or feelings of the listener, especially when the listener may feel distressed, uncomfortable, or disturbed.
RSECH2-GGS1E8	NORAH: “<u>Are you OK?</u>” ABBY: “No, I'm, uh...I'm not OK.”	43:08-43:13	Remedial Support: Expressing concern for hearer	In this context, Norah asks “Are you OK?” in response to Abby's possible discomfort, which may be related to her family issues. This question shows Norah's concern for Abby, and her intention to provide support by understanding Abby's feelings. This utterance is a form
				of remedial support that attempts to ease tension and show concern for Abby's emotional state.

OFFER OF REPAIR

Code No	Utterance	Time Frame	Apology Strategies	Explanation
RSOR1-GGS1E1	GEORGIA: “I can't believe this is the first impression I'm making. I just moved to town. You have to let me buy you another or whatever.”	23:17-23:31	Remedial Support: Offer of repair	After accidentally bumping into Paul and making his food fall, Georgia felt she had made a bad impression and offered to replace it with lunch at Blue Farm Café as an apology. According to Trosborg's Offer of Repair, this is a remedial strategy where Georgia takes direct responsibility for the situation by offering compensation for the harm caused.

	PAUL: “Oh no. I’m sure it’s...” GEORGIA: “I insist. <u>You must have lunch with me and let me make it up to you.</u> And I’ll have someone to talk to! His usual, Joe. Thank you!”			
RSOR2-GGS1E1	GINNY: “What are you doing here? You know I hate when you show up at my school.” GEORGIA: “<u>I</u>	40:40-40:50	Remedial Support: Offer of repair	In this case, Georgia is aware of the tension that occurs between her and Ginny and, as a form of apology, she offers a car picnic as a way to repair their relationship. This utterance shows that Georgia takes responsibility for the tension that occurred and tries to resolve it by offering a fun activity as a form of compensation, which

	<u>wanna make up. I</u> <u>don't like when we</u> <u>_____ fight. I</u> <u>brought _____ a</u> <u>surprise.”</u> AUSTIN: “Car picnic! Car picnic!” GINNY: “Fine, whatever. Car picnic. Let's just get outta here.”			is in accordance with the concept of Offer of Repair in Trosborg's theory.
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STRATEGIC DISARMERS

Code No	Utterance	Time Frame	Apology Strategies	Explanation
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SD1-GGS1E1	GEORGIA: “Hey!” GINNY: <i>“I’m sorry.</i> Do you think this song is appropriate for the nine-year-old in the back?”	03:36- 03:39	Strategic Disarmers	Ginny politely responds to an uncomfortable situation by asking Georgia to reconsider the song choice. In this case, Ginny responds to Georgia’s behavior that may be inappropriate to the situation (an inappropriate song for a young child) in a non-confrontational way. Ginny uses a polite request “I’m sorry” to respond to Georgia’s song choice, essentially refusing to continue listening to the song without creating tension or conflict. This statement aims to “soften” the situation and reduce the tension that could arise, in accordance with the characteristics of Strategic Disarmers.
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SD2-GGS1E1	JOE: <u><i>"I'm sorry.</i></u> This card was declined." GEORGIA: "What?" JOE: "Do you have another I can try?"	25:38- 25:41	Strategic Disarmers	In this case, although Joe refused to process the payment with the declined card, he did so in a way that did not make Georgia feel cornered or embarrassed, namely by politely asking for an alternative card, "Do you have another I can try?" The "I'm sorry" serves to soften this refusal situation and reduce potential tension, in keeping with the typical characteristics of Strategic Disarmers.
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SD3-GGS1E1	PAUL: “Georgia, I'm sure you can do all of the things, you know, with the lemons, but I'm not really hiring right now, and I've already got Nick, so...” GEORGIA: “Oh, Nick's relentless.” PAUL: <i>“I'm sorry.”</i> GEORGIA: “Of course. Was only a thought.”	25:46- 26:02	Strategic Disarmers	Georgia asked Paul about job opportunities at his office, but Paul apologized and refused, explaining that she had no experience in politics. This is an example of Strategic Disarmer, where Paul softens his refusal with an apology, easing Georgia's potential disappointment and reducing the emotional impact of his refusal.
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SD4-GGS1E1	CASHIER: “ <u>I’m sorry, Miss.</u> This	35:52-36:03	Strategic Disarmers	According to Trosborg, Strategic Disarmers are strategies to respond to rejection or denial in a subtle, in
	is declined. Do you have another card?” GEORGIA: “Try it again.” CASHIER: “ <u>I’m sorry</u> ”			order to reduce potential conflict or emotional tension. In this case, the cashier stated “I’m sorry” as a way to soften the rejection of Georgia’s declined card. This utterance aims to reduce Georgia’s embarrassment or disappointment by adding an element of apology, which serves as a softener in a potentially uncomfortable situation.

SD5-GGS1E1	GEORGIA: “Hello. Hi, <u>excuse me</u>, but I got these as a gift from my husband. He is so well-meanin'. He lost the receipt. I told him to just come back in here and talk to you because I	36:20- 36:40	Strategic Disarmers	According to Trosborg, Strategic Disarmers are strategies used to reduce tension in a refusal or avoidance situation in a subtle or indirect way. In this case, Georgia did not directly blame or criticize the store's policies or the cashier's actions, but instead used a more relaxed and humorous approach, and provided context about the reasons for returning items that were personal in nature.
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	knew you'd understand, but he was too chicken. So, here I am, returning my own wedding anniversary present. Can you believe? I was thinking store credit.”			
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SD6-GGS1E2	GINNY: “Um...a Plan B pill, please.?” PHARMACIST: “Do you have a coupon? A coupon? Uh... Wouldn't that	11:00-11:28	Strategic Disarmers	In this case, Ginny apologizes to ease the tension and give Ginny space to deliver her explanation, reducing potential conflict and showing that her goal is to resolve the situation without making it worse. In this way, Ginny makes a direct request in a way that reduces tension, which corresponds to the characteristics of Strategic Disarmers in Request.
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	level of preparation make this Plan A? No, I don't have a coupon.” PHARMACIST: “Usually, the boyfriend buys it.” GINNY: “<u>I’m sorry</u>. Do you have an opinion on this? I had sex, and now I’m being responsible.”			
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SD7-GGS1E2	BRACIA: “Ginny, you coming to	36:12- 36:15	Strategic Disarmers	Ginny politely rejects Bracia's invitation to the leadership event by saying "sorry," using <i>Strategic Disarmers</i> to soften the rejection and reduce the
	leadership?” GINNY: “Uh...Can't. <u>Sorry.</u> ”			potential disappointment. This strategy helps maintain good relations despite her refusal.

SD8-GGS1E3	GEORGIA: “What's this?” GINNY: “Sophomore Sleepover. Welcome to Pleasantville.” GEORGIA: “Guess if you've always had a Tempur-Pedic, the notion of a sleeping bag on a gym floor is charming.”	02:04-02:18	Strategic Disarmers	In this case, although Georgia refuses by reminding Ginny about her job, Ginny does not immediately argue or oppose. This is a gentle form of refusal, where Ginny reduces potential tension by offering a solution that is acceptable to all parties, which fits the characteristics of Strategic Disarmers.
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	GINNY: “Mm. Ellen's running it. You can give her the money for my ticket.” GEORGIA: <u>“Excuse me, miss.</u> You have a job.”			
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SD9-GGS1E3	MAXINE: “Oh, wait, wait, wait. I have a great idea. Oh my God. You're gonna love this. OK, yeah. <u>Oh, sorry.</u> Get out of our way.”	19:04- 19:11	Strategic Disarmers	In this case, Maxine says “sorry” first as a form of apology that serves to soften the instruction that might sound rude, which is to ask the person to move aside. In this way, Maxine uses the softening element, the apology, to make her request more polite and avoid confrontation. This utterance reflects the use of Strategic Disarmers to make requests in a more acceptable way, which is in line with Trosborg's theory.
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SD10-GGS1E5	GEORGIA: “Don't answer the door, and turn off all the lights, OK?” AUSTIN: “But I wanna go trick- or- treating.” GEORGIA: “I know. <u>I'm sorry, baby.</u>”	30:14-30:19	Strategic Disarmers	Georgia rejects Austin's request to go trick-or-treating in this case, but she does so by adding the word “I'm sorry”, which serves as a softener for the rejection. In this way, Georgia not only rejects Austin's request, but also shows empathy towards his feelings, reducing the possibility of disappointment or anger that might arise from the rejection. This utterance fits the characteristics of Strategic Disarmers.
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SD11-GGS1E6	GINNY: “ <u>I’m sorry</u> . Are you suggesting the nine-year-old deserved to be stabbed through the hand with a pencil?”	01:58-02:02	Strategic Disarmers	Ginny apologizes with the phrase “ <i>I’m sorry</i> ” to soften her disagreement with Georgia, who believes Zach deserved to be stabbed by Austin. This aligns with <i>Strategic Disarmers</i> theory, where Ginny uses the apology to reduce tension and express her disagreement politely while acknowledging Georgia’s viewpoint.
SD12-GGS1E6	GEORGIA: “ <u>I’m sorry</u> , but you’ve got a lot of opinions today.”	02:03-02:05	Strategic Disarmers	Georgia complains that Ginny gives a lot of opinions on Austin’s problems, but she opens the complaint with the word “ <i>I’m sorry</i> ,” which functions as a softener or balancer to reduce potential tension or conflict. This utterance reflects the use of Strategic Disarmers.

SD13-GGS1E6	GEORGIA: “Maddie?” MADDIE: “<u>Sorry, didn't mean to wake you.</u> Thought maybe you had some sleeping pills?”	09:58-10:03	Strategic Disarmers	Maddie apologizes to Georgia for waking her up by saying “ <i>Sorry, didn't mean to wake you,</i> ” before asking for sleeping pills. This apology, as part of <i>Strategic Disarmers</i> , softens the tension caused by her unexpected intrusion, aiming to create a more positive situation before making the request.
SD14-GGS1E6	ABBY: “Well, he's like under 12, right?” GINNY: “Yeah?” ABBY: “Yeah,	20:28-20:34	Strategic Disarmers	Abby refused to agree to Ginny's decision to take Austin to therapy without parental consent by arguing that Georgia's consent was needed, while conveying the refusal with the words “Sorry, girl”. This apology aims to reduce the potential tension or discomfort that may

	no. I think she's gonna have to give consent. <u>Sorry, girl.</u> "			arise from the refusal, in accordance with the characteristics of Strategic Disarmers used in refusal.
SD15-GGS1E6	GEORGIA: "You can't stay here anymore. <u>I'm</u> <u> sorry.</u> I've tried. I've really tried. You have no idea. And I can't afford to look after you both."	37:52-38:01	Strategic Disarmers	Georgia apologizes with "I'm sorry" before refusing Maddie's request to stay, as a way to soften the emotional impact of telling her to leave due to her reckless behavior. This aligns with Strategic Disarmers, where an apology is used to reduce tension and soften the refusal, acknowledging that the decision might hurt Maddie's feelings.

SD16-GGS1E6	GEORGIA: “You have to go home. <u>I really am sorry</u> , but you’re just not my	38:12-38:27	Strategic Disarmers	Georgia realizes that refusing Maddie to live in her house could cause tension or disappointment, so she uses an apology to show empathy and ease the emotional impact of the refusal. Thus, “I’m sorry”
	problem.” MADDIE: “Don’t make me go back there!”			functions as a softener that reduces the likelihood of Maddie feeling deeply hurt or angry by the rejection.
SD17-GGS1E7	JOE: “Hey. Are you, uh...” GEORGIA: “Hey, Joe. <u>Oh, _____ sorry.</u> <u>No, you go.”</u>	12:46-12:51	Strategic Disarmers	Georgia used the word “sorry” to soften the request for Joe to continue his conversation after accidentally cutting him off. According to Trosborg, Strategic Disarmers are strategies used to make requests or instructions in a more subtle way, in order to reduce tension or potential discomfort. In this case, Georgia realized that she had cut Joe off, and to defuse the situation, she apologized first.

SD18-GGS1E8	ABBY: “Howdy, strangers. You guys still up for MANGout time at the Blue Farm later tonight?”	15:52-16:02	Strategic Disarmers	Ginny responded to Abby's invitation by refusing to participate in the event, but she used the word “sorry” to reduce the emotional impact of the refusal. This apology serves as a softener to maintain good relations and reduce negative feelings that may arise from the refusal. This utterance shows that Ginny wants to refuse
	GINNY: “ <u>I can't, sorry.</u> ”			the invitation politely and empathetically, in accordance with the characteristics of Strategic Disarmers.

SD19-GGS1E8	PAUL: “This isn't personal, and <u>I'm sorry</u> , but if you show up to the fundraiser, people are not going to donate, and I cannot afford that. So, as your boss, I am telling you, stay home.”	48:11-48:21	Strategic Disarmers	Although Paul had to ask Georgia not to attend, he prefaced the statement with “I'm sorry” to show that the decision was not personal and to reduce the negative impact of the rejection. This apology serves as a softener that helps Georgia accept the request without feeling too offended or disappointed. Thus, Paul used “I'm sorry” as a strategy to convey the request and reduce any tension that might arise. This is in accordance with the concept of Strategic Disarmers.
IAEA20-GGS1E10	JESSE: “Is there anything, anything at all, that you wanna tell me?”	41:22-41:44	Indirect Apologies: Explanation or Account	Ginny responds to Jesse's question by refusing to tell the requested information, but she uses the word “I'm sorry” to reduce the emotional impact of the refusal. This apology serves as a softener that helps to avoid the tension that may arise from the refusal and shows that

	GINNY: “No. <i>I’m sorry, but you’re mistaken.</i> My mom loved Kenny, and she would never hurt anyone.”			the refusal is not personal, but rather defends Ginny’s beliefs about her mother. This utterance reflects the use of Strategic Disarmers.
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