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Delivering Bad News

Delivering bad news requires careful planning, clear communication, and empathy to maintain trust and minimize negative impacts.



Advance Leadership Skills

METADATA

Self-Awareness and Self-Control;

Critical and Analytical Thinking

Creativity and Brainstorming

Decision Making and Problem Solving

Communication

Top 10 Teaching Points

01

Although it might be tempting to prolong delivering bad news, avoiding it can actually make things worse in the long run.

02

Contrary to popular belief, offering good news ahead of bad news isn't always the best way to deliver bad news.

03

As soon as you realize that you need to give someone bad news, do your best to make a plan to deliver the news as early as possible.

04

If you are setting a meeting with someone and you have to give bad news, do your best not to spring it on them.

05

Sometimes, it can be difficult to deliver certain news explicitly, but it's always better to be direct and clear instead of confusing the person who's receiving the news.

06

Before delivering bad news, it's important to make sure that you're in a good place to do so ahead of time.

07

It is of utmost importance that you are prepared to answer any question that could come up, so set aside time ahead of when you'll be delivering the news to write down potential questions, and their answers.

08

When you're tasked with delivering bad news, whether to a customer, employee, or a loved one, it's important to be selective when it comes to the words you use.

09

There might come a time where you have to share bad news via email and it's an equally important skill to hone as communicating bad news in person.

10

When the dust has settled after delivering bad news, it's important to check in with the recipient whenever you can.

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01

How do you prepare mentally and emotionally before delivering bad news, and what strategies do you find most effective in managing your own mindset to stay composed and empathetic?

02

When planning to deliver bad news, how do you decide on the timing and setting? What considerations do you take into account to ensure the context is appropriate for the message?

03

Bad news often triggers strong emotions. What techniques do you employ to handle varied reactions calmly and effectively during the conversation?

04

Can you describe a time when you had to deliver particularly difficult news? How did you ensure your message was clear and direct, and what did you learn from that experience?

05

After delivering bad news, how do you manage follow-up interactions to support the recipient and address any subsequent concerns or questions they might have?

Questions to Ask for Dialogue

Key Takeaways

01

How to prepare emotionally and mentally

03

Handling reactions

02

Planning communication strategy

04

Sharpen clarity and directness