

Giving bad news



- ▷ Learn strategies for focusing on the future rather than dwelling on the present or past
- ▷ Deal with obstacles and barriers to getting the message heard
- ▷ Master the art of the 'CIA speech' to deliver bad news

Appreciating how to communicate a negative message clearly, concisely and courteously



Boulden Management Consultants
trainingbydesign



Giving bad news



Overview

This half-day management intensive workshop will dramatically improve your ability to deliver a negative message directly but humanely. This 'bad news' could take many forms ranging from having to tell an employee that they are to be made redundant; to explain that a delay has occurred on a project to; asking for a price rise from a customer, but whatever the specifics of the 'difficult situation' you will learn techniques to send clear messages that take into account the other persons' point of view.

Learning objectives

By attending this highly interactive and practical half-day course you will:

- ▶ Master powerful techniques for dealing with resistance to hearing the bad news
- ▶ Discover a simple, yet elegant, process for planning to make your point
- ▶ Acquire strategies to move the focus to future action
- ▶ Learn how to separate the message from the messenger
- ▶ Grasp some methods available to manage your own feelings

Who should attend?

This course is ideal for experienced managers who want to have a refresher or 'master class' on transmitting bad news in the most palatable way possible. It is also relevant for all those new to management or leadership and who want to grasp the essential elements of communicating negative messages clearly and compassionately.



Boulden Management Consultants
trainingby**design**

The golden rules of giving bad news

Reviewing the theories, key concepts and principles involved in effectively transmitting a negative message to someone

- ▷ Why it is important to 'grasp the nettle' and give the message
- ▷ Understanding the key principles
- ▷ Being aware of the pitfalls

▶ **Exercise:** *brainstorming key concepts*



Crafting your message

People take bad news relatively well when it is delivered clearly, concisely and in a way that takes their feelings and circumstances into account.

- ▷ Concise communication with the CIA speech
- ▷ Understanding what you can and cannot say
- ▷ Anticipating their reaction
- ▷ Past, present and future orientations

▶ **Exercise:** *writing a CIA speech*



Delivering your message

Giving bad news well involves tact, sensitivity and the ability to stay calm as you tailor your responses to the persons' reactions.

- ▷ The bullet proof glass technique to stay calm
- ▷ Broken record and fogging techniques to calm angry people down
- ▷ Positional Anchors to separate the message from the messenger
- ▷ Understanding common adverse reactions to getting bad news and appreciating how to handle them

▶ **Exercise:** *role playing giving bad news*



Feedback

Feedback is based upon peer review using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given role play or case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up the strategies involved in giving bad news.

Contact

Further information is available by contacting Boulden Management Consultants at:

- ▷ email: bmc@Boulden.net
- ▷ telephone: +44 (0)1788 565 760
- ▷ website: www.Boulden.net



Boulden Management Consultants
trainingbydesign