

10. Delivering Bad News



There are very few people who enjoy giving others bad news. However, it is an important skill for any professional. With a little thought and preparation, the amount of stress involved for both parties can be minimized.

Preparing the Ground

There are a number of subtle signals that can be used to forewarn a person of impending bad news and, hopefully, soften the blow.

Leading with Compassion

Many people focus on their own discomfort when delivering bad tidings. In this Skillpod we will provide guidance as to how to avoid this approach and focus on the recipient.

Nobody Likes to be Rejected

We look at this in greater depth in another Skillpod but offer the basic coping skills here.

Contact lene@netvigator.com to help your staff master this skillset.

“Lene is one of the few people I’ve met with that rarest of skills, to make you feel like you’ve been listened to even when you haven’t said a word.”

Rob Miller – BBRC