

The Bad News Interview

This session has been written for managers whose role involves the breaking of bad news to employees or to customers.

Covering both theory and including some gentle skills practise, the programme will provide attendees with guidance on how to plan, prepare and conduct a sensitive meeting.

Programme objectives

By the end of this programme, delegates will be able to:

1. Plan and prepare for the meeting
2. Break news clearly and with empathy
3. Demonstrate active listening skills
4. Manage objections calmly and assertively
5. Use de-escalation techniques when communicating with an upset member of staff.

Further information

The programme features relevant case studies that would be written to support the messages within this specific course. Some gentle skills practise is included.

Duration: Half day