



Delivering Bad News

The aim of this programme is to give practical coaching and guidance to managers on how to deliver bad news and provide subsequent effective support, particularly in a job loss situation.

Organisational change is becoming increasingly important to ensure an efficient and effective operation in a rapidly developing world. However, an organisation is likely to run at less than maximum efficiency during the period from when it announces a new structure (where job changes and job losses may be unavoidable) until well after the changes have taken place.

Effective guidance and support for employees during this period will reduce the impact so ensuring disruption is controlled and minimised.

It is important to remember that receiving bad news concerning job loss can be one of the most stressful experiences in anyone's life. The way the news is delivered will leave a lasting impression, and your behaviour can greatly influence future outcomes.

Preparation, therefore, is vital in order to maintain your professional credibility and acknowledge and respect the other person's situation.

Participants completing the programme will:

- ✓ acquire the skills to carry out an effective 'bad news' meeting
- ✓ understand the psychological effects of job loss and potential employee reactions
- ✓ know how to support, motivate and communicate with staff following the delivery of bad news
- ✓ understand the potential employee reactions
- ✓ support those who remain after the change programme.