

Prepare

Visualize how you will do this

- Make a plan
- Get the setting and people right

Deliver

Be forthright & straightforward

- Briefly recap the situation
- **Provide an early warning: “I wish the news was different...”**
- State the Bad News simply
- Allow silence
- Acknowledge emotion: “I can see you’re...”
- Answer questions

Follow-Up

Simply state what happens next

- Formulate a next-step plan
- Leave but do not abandon
- For you: debrief with someone

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