

COMMUNICATING BAD NEWS

Social Workers are often placed in the position of **having to communicate** “unwelcomed news”.

This is a difficult task, how can you make it easier?

From the client's perspective, **consider the best situation in which** “bad news” can be **communicated** to better manage their emotional reactions.

Take into account:



TIPS

- 1 Work closely with partners to **discuss communication and engagement with clients**
- 2 Be familiar with your information before meeting client
- 3 **Ensure safety** of the worker
- 4 Allow yourself time to **process new information**

SOURCES: Harvard Review of Psychiatry, Issue: Volume 17(5), September/October 2009, p 315–321
“I am Not Sure How to Tell You This: Delivering Unwelcome News” Misty L. Wall, From the New Social Worker, Winter 2012, Vol. 19, No. 1 (www.socialworker.com/feature-articles/practice/I_Am_Not_Sure_How_To_Tell_You_This%3A_Delivering_Unwelcome_News/)
“How to deliver Bad news” by Andy O’Beirne on May 25, 2011. Community Care, www.communitycare.co.uk/2011/05/25/how-to-deliver-bad-news/
Infographic by MSF Office of the Director of Social Welfare, 2018