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:



Consider the

PURPOSE

of sharing the information



What do you want your client to

REMEMBER

at the end of the conversation?



MITHUM

FAMILY MEMBERS & PARTNERS

may help to reduce stress for the client



The way that information is

DELIVERED

will affect its reception



TAKE NOTE OF:

Content: don't beat around the bush, get straight to

the point while maintaining empathy and sensitivity

Language:

use words the client will understand



👖 Body language

Reaction to

client's response: validate their immediate emotional reactions without judgment



THE LOCATION

of delivery will affect the person receiving the news (e.g. over the phone, in VETERE





- 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