

# **DELIVERING DIFFICULT NEWS TO CHILDREN'S FAMILIES**

*Care has been taken to confirm the accuracy of the information presented to describe generally accepted practices; however, the authors and publisher are not responsible for perceived or actual inaccuracies, omissions or interpretation of the contents of this presentation.*

## **LEARNING OBJECTIVES**

- 1. Identify the communication skills required in effectively delivering difficult news.**
- 2. Identify the key aspects of participant's own communication style.**
- 3. Demonstrate the communication skills required in effectively delivering difficult news.**

## **KEY SKILLS IN DELIVERING DIFFICULT NEWS**

- i. Delivers difficult news**
  
- ii. Appropriately manages emotional fallout**
  
- iii. Uses therapeutic communication style**

## **i. DELIVERS DIFFICULT NEWS**

- **Delivers specific feedback objectively, constructively and in plain language.**
- **Delivers bad news appropriately.**
- **Asks direct questions – simple, open, non-judgemental.**
- **Listens effectively.**

## **ASKING QUESTIONS (STARR, 2008)**

**What does a good question sound like?**

- ✓ It's simple – complex questions confuse people.
- ✓ It has a purpose – gathers information.
- ✓ It should be influencing without being controlling.

## **LEVELS OF LISTENING (STAR, 2008)**

### **Cosmetic listening**

If it looks like I'm listening, I'm not really. I'm kind of someplace else.

### **Conversational listening**

I'm engaged in the conversation, listening, talking, thinking.

### **Active listening**

I'm very focused on what you're saying, recording facts, paying attention.

### **Deep listening**

I'm more focused on you than me.



## **ii. APPROPRIATELY MANAGES EMOTIONAL FALLOUT**

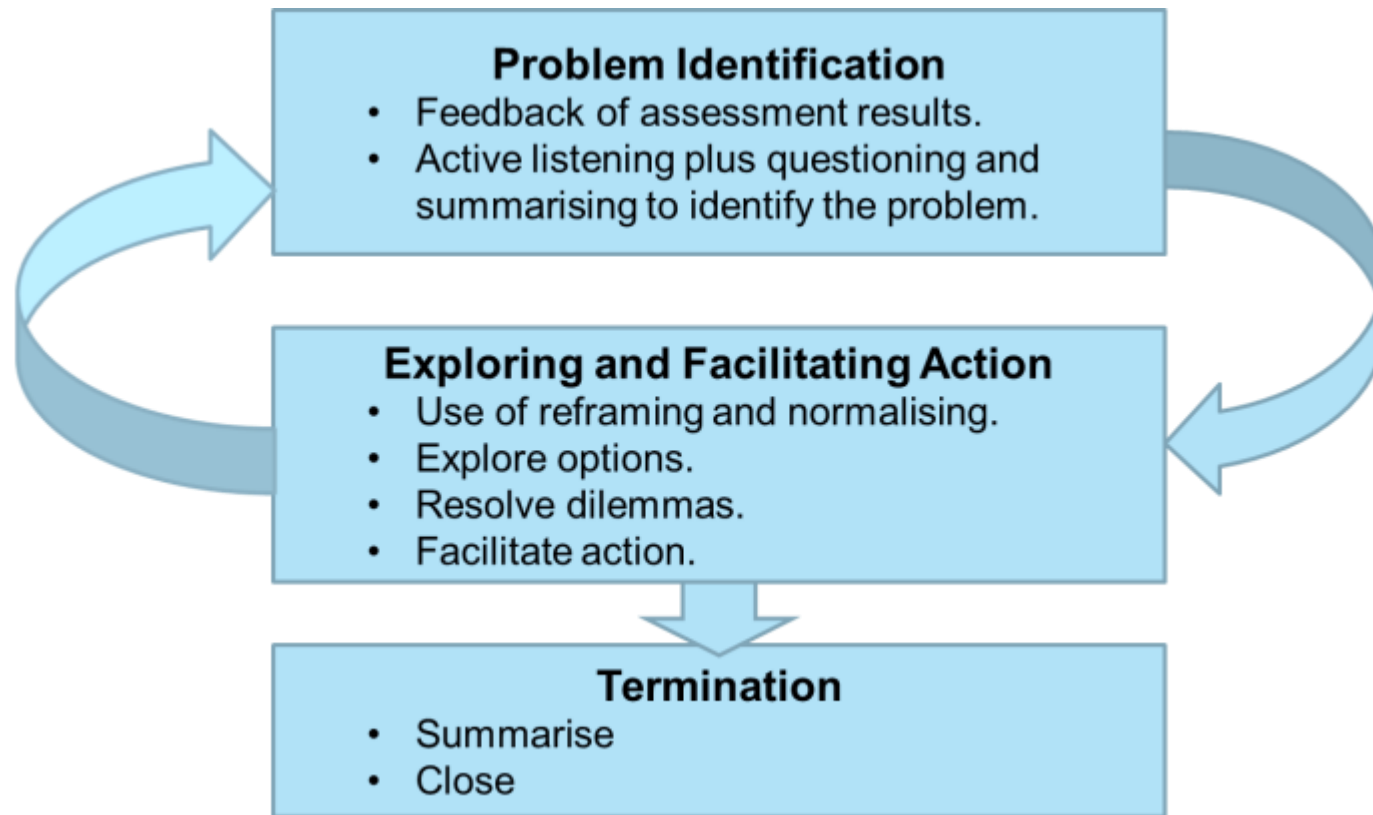
- **Not personal.**
- **Remains calm.**
- **Not escalating.**
- **Utilises team members.**
- **Maintains personal and participant safety.**

### **iii. USES THERAPEUTIC COMMUNICATION STYLE**

- **Open body language.**
- **Same physical level.**
- **Presence (eye contact).**
- **Clarifies as needed (reframing).**
- **Team members support each other.**
- **Team leader summarises and closes loop.**



# DELIVERING DIFFICULT NEWS IN A TEAM SITUATION



## **REVIEW LEARNING OBJECTIVES**

- 1. Identify the communication skills required in effectively delivering difficult news.**
- 2. Identify the key aspects of participant's own communication style.**
- 3. Demonstrate the communication skills required in effectively delivering difficult news.**