



Post-Training Support

Delivering Bad News

Discloses own position on an issue

- Do you have bad news that you dread delivering?
- Overcome your uneasiness by planning what you will say.
- Rehearse your presentation.

Rehearse your presentation.

- Write down major points you need to make.
- Anticipate how other people will react and plan your response accordingly. Play out best- and worst-case scenarios.
- Review the Pointers and Pitfalls checklists for recommended behaviors and actions to avoid.

Disclose your own position	
1. Be sincere.	<input type="checkbox"/>
2. Share the rationale behind your actions or decisions.	<input type="checkbox"/>
3. Share your feelings.	<input type="checkbox"/>
4. Share information on a timely basis.	<input type="checkbox"/>
5. Keep sensitive information confidential.	<input type="checkbox"/>
6. Discuss the "off limits" issues.	<input type="checkbox"/>



Post-Training Support

Pitfalls	
Mixed messages	<input type="checkbox"/>
Sugarcoating	<input type="checkbox"/>
Withholding information	<input type="checkbox"/>
Over justifications	<input type="checkbox"/>
Disclosing too much	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Notes