Breaking bad news and handling difficult questions

Full day course

Aims:

• to explore aspects of giving and receiving bad news
• to consider ways of authentic communication with individuals
• to understand the impact of breaking bad news and identify possible coping strategies
• to give and receive bad news and to equip people to handle difficult questions

Topics covered:

• what is bad news?
• can it be broken well
• reactions to the news
• barriers to effective communication
• dealing with collusion and denial
• handling difficult questions like:
  ○ “I am going to get better aren’t I?"  
  ○ “Am I dying?”
  ○ “I think there is something terribly wrong, but no one is saying anything.”

Target:

This is a one day course that would be suitable for anyone within the healthcare setting who may encounter people who have had bad news given to them and those who have to give bad news, or those handling difficult questions from patients and relatives.