

It's not *what* you say...

It's *how* you say it.

The nonverbal and paraverbal information we transmit impacts our communication with others.

Our body language along with the volume, cadence, and tone of our voice can escalate or de-escalate a situation.

Body Language

What are your facial expressions, gestures, and eye contact communicating?
What does your posture look like?
Are you respecting the person's personal space?



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Your voice

What kind of tone are you taking?
Are you speaking loudly? Are you speaking too quickly or too slowly?

Remember

Your communication, attitudes and behaviors will impact those you're interacting with. The goal is to provide **Respect, Service, and Safety at Work[®]**.

Facilitator Contact Information:

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Free Resource:

<http://cpisite.com/pla2013>

A Novel Approach to Giving Bad News

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6 Principles of Giving Bad News

Disruptive Incident Development Considerations

The Integrated Experience



The Integrated Experience is the concept that our attitudes and behaviors impact the attitudes and behaviors of others, and vice versa.

Effective Communication

DO	DON'T
Concentrate	Anticipate
Acknowledge	Assume
Respond	Interrupt
Empathy	Personalize

Notes:

1. Get to the Point

2. Remain Objective

3. Rationally Detach

4. Listen Empathically

5. Offer Something

6. Bring closure to the meeting/interaction

Policy and Procedure Considerations

Respect

Any person receiving bad news wants to *feel respected*.

Service

Service involves lending *help* or *assistance*.

Safety

Physical and *emotional* safety should always be the foremost concern when delivering bad news.

Violence Response Procedures

Violence Response Procedures should be ready for implementation if necessary

Workplace Protocol

The organization's code of behavior for *effective communication* should be employed when giving bad news.