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Preventing **Crash & Burn** in Asia's Workplaces

ASIA HEALTH, WELLNESS & SECURITY CONFERENCE 2024

MASTERCLASS

BREAKING BAD NEWS

Bad news can take many forms. Whether it's a life-changing diagnosis, project delay, budget cut, or work accident, delivering this news often has a profound impact on both the receiver and the giver. Poorly communicated bad news can damage trust, create confusion, and lead to emotional distress.

The well-established SPIKES methodology provides a strong foundation block to equip professionals across all industries with the skills needed to deliver difficult messages with empathy, clarity, and professionalism. Based around the principles of information gathering, information sharing, support, and future planning, it provides a comprehensive and adaptable technique with a strong focus on the well-being of the receiver.

Through the use of didactic teaching, this Masterclass will allow participants to build-on their own skills and experiences to enhance their proficiency in breaking bad news. Combined with the use of interactive role-play scenarios, participants will be able to build up their confidence before utilizing their newly enhanced skills successfully.



Duration

1.5 Hours (90mins)



25 Participants

**Managers, Supervisors
Mental Health / Wellbeing Champions**



Facilitator

Dr David Teo
Medical Director, Asia
International SOS



Learning Objectives

- Recognise what constitutes bad news
- Understand the importance of learning to give bad news
- Learn the SPIKES comprehensive technique to break bad news
- Utilise techniques learnt today successfully



Masterclass Agenda

- What is bad news?
- Impact of bad news on the giver and receiver
- The SPIKES methodology of delivering bad news
- Putting it into practice – scenario work
- Legal and self-care considerations
- Questions and discussion opportunity