

Delivering Sensitive Information

What to Say When You Don't Know What to Say



Delivering Sensitive Information

Giving bad news is a difficult task for anyone. However, if you keep in mind these helpful hints it can make this delicate situation easier on both parties.

1

PREPARE YOURSELF

Delivering information can be difficult for the client to hear but it's also difficult to give. Be sure to prepare yourself before talking with the client.

2

EXPLAIN CLEARLY

Be sure to explain the information clearly. Do not leave room for misinterpretation.

3

ANSWER QUESTIONS

Make sure the client feels they can ask questions. Nothing is worse than them leaving feeling confused and unprepared.

2

PLAN

Set them up with a plan. Give them an outline, and resources to turn to. The client should leave you feeling like they at least know where to start.



Put Yourself in Their Shoes

Try to think about how you may feel about receiving this information. But remember you haven't so sympathize but don't empathize.



Tone of Voice and Body Language

Present yourself in an approachable manner. Be as open as possible.



The Where and The How

Pick a private, comfortable environment to deliver news.

THE ABC'S OF DELIVERING SENSITIVE INFORMATION IN EARLY INTERVENTION

A

Advance Preparation

B

Build A Therapeutic

Environment/Relationship

C

Communicate Well

D

Deal With Parents And

Family

E

Encourage And Validate

Emotions

Some helpful tips to keep in mind...

