

### 3.2.5: Additional Resources

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“Good Ways to Deliver Bad News” by Curtis Sittenfeld from *Fast Company*. [www.fastcompany.com/36993/good-ways-deliver-bad-news](http://www.fastcompany.com/36993/good-ways-deliver-bad-news)

“How to Deliver Bad News to a Group” by Kevin Daley, a Harvard Business article. <https://hbr.org/2009/10/how-to-deliver-bad-news-to-a-g>

How to deliver bad news to your employees. <https://hbr.org/2015/03/how-to-deliver-bad-news-to-your-employees>

“Top 7 Ways To Elicit Constructive Web site Feedback” by Adam Senour. <http://top7business.com/?id=555>

Visit this Northern Illinois University site for a guide to preparing a generic crisis communication plan and adapting it to your needs. [www3.niu.edu/newsplace/crisis.html](http://www3.niu.edu/newsplace/crisis.html)

To see an actual crisis communication plan, visit this North Carolina State University Web site. [www.cals.ncsu.edu/agcomm/PDFs/Crisis3.pdf](http://www.cals.ncsu.edu/agcomm/PDFs/Crisis3.pdf)

Western Organization of Research Councils presents “How to Hold a Press Conference.” <http://www.worc.org/userfiles/Hold-a-Press-Conference.pdf>

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