

7.2: Bad news in person- LARA

What are our goals as we deliver bad news?

- Acceptance—strive to help the receiver understand and accept the bad news.
- Positive image—promote a good image of yourself and your organization. Strive to reduce bad feelings. Convey fairness.
- Message clarity—make the message so clear that no further correspondence is necessary.
- Protection—avoid creating legal liability.
- Avoid defamation—a false published statement that harms an individual's reputation
 - Libel—written defamation
 - Slander—spoken defamation

Expect these reactions to bad news

- Disappointment
- Irritation
- Anger

Prepare for the meeting

- Gather all the information.
- Prepare and rehearse.
- Explain past, present, and future.
- Consider taking a partner.
- Think about timing.
- Be patient; make time for the person to have an emotional reaction.

Conversation steps: LARA

1. Listen
2. Affirm
3. Respond
4. Add information/Ask questions

Resources:

1. LARA method, PDF document
 2. CLARA Guide, PDF document
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