

7.1: Purpose

It's every manager's least favorite task: delivering bad news. Maybe your company is closing a facility. Or letting people go. Or you have an employee who isn't getting that coveted promotion or has been denied an overseas posting, or can't take an expensive training course.

In any case, your impulse is to soften the blow. After all, you're a caring person, and you'd like to make a difficult situation easier. So you start the conversation by talking about something else. And when it's time to deliver the news, you try to sugarcoat it.¹

And, as with everything else, practice makes better. Let's do it!

¹<https://www.inc.com/alison-davis/need-to-deliver-bad-news-to-employees-science-says-do-this.html> accessed 01.27.2021

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