

7.3: Bad new in writing- four parts

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

The writing process for bad news: Indirect Strategy

1. Buffer
2. Reason
3. Bad news
4. Closing

Resource: [Writing bad-news letters](#), with several examples; accessed 01.27.2021

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