

## Breaking bad news

### Course programme

This is an in-person course

Speakers     Dr Samantha Bell – MDU medico-legal adviser  
                  James Godber – MDU senior learning and development officer

### Course content

- 09:30     Introductions
- 10:00     Understanding and utilising empathy
- Empathy in healthcare
  - The three types of empathy: cognitive, emotional and compassionate
  - Where there may be empathy blind spots and how to address them
- 10:45     How cultural sensitivities can impact discussions
- 11:00     **Break**
- 11:15     The impact of change on patients' behaviour: understanding the emotional reactions to bad news
- How the Kübler-Ross Change Curve® can help understand patients' responses and gain insight into their likely reactions
- 11:45     Using the SPIKES Model to help prepare to sensitively break bad news
- 13:00     **Lunch**
- 13:45     Case studies with group work
- 14:30     **Break**
- 14:45     Feedback on group work
- 15:30     Multiple jeopardy and how breaking bad news poorly can impact a clinician and their career
- 15:45     Questions, reflections and evaluations
- 16:00     **Close**