

Breaking bad news

Course programme

This is an in-person course

Speakers Dr Samantha Bell – MDU medico-legal adviser
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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**