

Delivering difficult news with empathy

Course programme

This is a virtual course

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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 emotional reactions to distressing 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 prepare for sharing difficult news with sensitivity
- 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 delivering difficult news poorly can impact a clinician and their career
- 15:45 Questions, reflections and evaluations
- 16:00 Close