

Better Ways to Break Bad News

★ Prepare for the discussion

A **private place**

Enough **time** for questions and concerns

Both parents or a family member present if possible

Review record

Take a minute to **calm** yourself

★ Communication tips

Body language open and equal, not closed or status-laden

Simple words, **slow** pace

Start with **specific observable signs/symptoms**

Listen and paraphrase parents' **emotions**

Check that parents **understand** what you say

Describe the **next steps**