Question:

Think of a time you had to share bad news. What was the purpose or nature of the bad news? Did you use the direct or indirect approach? How did the receiver react? What would you do differently next time?

If you cannot think of a time when you had to share bad news, think of a time when someone shared bad news with you. What was the nature of the news? Did the speaker (or writer) use a direct or indirect approach? How did you react? Could this person have done a better job?

Share your story and reflections in the discussion forum and provide feedback to one other post.

Go to the [What do you think?](https://lms.unb.ca/d2l/common/dialogs/quickLink/quickLink.d2l?ou=205436&type=discuss&rcode=UNB-1128342) discussion topic for Module 6.

Answer:

This is going to get me to talk about one of my best friends back home. I had to share the news that he didn't get accepted into his top choice university. The nature of the bad news is disappointment and unfulfilled expectations.

At the time I thought that using an indirect approach may not be as effective since he would likely sense that there was something important to be communicated. I determined it would be more appropriate to use a direct approach and to be empathetic and understanding towards his reactions. It was important to listen to him and offer support and encouragement during this difficult time.

His reaction to the news was pure disappointment, sadness, and frustration, understandably. It was important to handle the situation with sensitivity and to provide alternatives that may help ease his disappointment. Therefore, we sat down and compiled a list of alternative universities that he would apply to.

Looking back, I would have liked to have discussed the university application process and his chances of getting accepted prior to delivering the news, so that he would have had a clearer understanding of the situation.