

♦ Setup

- 📍 *Find a private space, sit at eye level*
- 📵 *Silence phone, reduce interruptions*
- 📋 *Review facts before the consultation*

♦ Opening

- 🗋️ Introduce yourself and ask who they'd like present
- 💬 "Is it okay if we talk about some results?"
- ⚠️ Foreshadow: "I'm afraid it's not the news we were hoping for..."

♦ Delivery

- 🧠 Ask what they understand first
- 🔔 Use clear, unambiguous terms
- 😬 Pause, allow silence
- 📝 Repeat and document key points
- 📅 Offer follow-up support

♦ Responding to Emotions

- 💬 Reflect and validate: "I can see this is very difficult to hear."
- 😞 Allow space for sadness, anger, silence
- ❌ Don't defend or over-explain immediately

♦ Closure

- 🛠️ Offer next steps or options
- 💡 End with encouragement or hope (realistic)
- 📅 Arrange review, follow-up calls, supports
- 👥 Debrief team if appropriate