PREPARE
clarify purpose

BEGIN
my name is...

PROGRESS
outfit update?

FINISH
who?

AFTER
explain

DISCUSSING UNWELCOME NEWS - COVID-19
A FRAMEWORK FOR COMMUNICATION

consider the ending and further support

speak slowly

find out

listen

comfortable undisturbed

attend to tone of voice

with someone?

signs of distress, silence, pauses, voice change

We're so sorry.

We have a shared understanding of what's important.

I am confident that...

What do they know, expect, feel?

What is happening?

Who else needs to know?

What is expected to happen?

What's important?

What's not ok to be ok?

We know what we need and what we need to do.

Real Talk

IKEA ORGANIZE

NORMALLY?

TODAY

Words of comfort and truth

DEBRIEF

Who?

REFLECT

Who?

Real Time

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