

GEB 3213



Lecture 7: Bad News and Indirect Messages



Common Types of Bad News Messages

1. List the three main types of bad news messages.



In a Bad News Message, Aim to...

1. _____
2. _____
3. _____
4. _____





Should You Apologize?

NO, not if

YES...if



Stylistic Techniques for Softening Bad News

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The Indirect Pattern



List the 4 steps of the Indirect Approach to bad news.

Why is the bad news buried in the middle of the bad news message?



Do Not Use Buffers When

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