3. INITIATION: Some students want to know the situation. Listen to how the subject describes this.

4. EMPATHIZE: Responding to emotions is the most understudied aspect of interpersonal communication.

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6. SUMMARIZE & STRATEGIZE: Gathering new information requires a world-class memory.

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**6 steps and role play**

Curriculum involves study of the encounter.

- Encounters
- Providers a framework for clinical practice.
- Patients

Used in the medical profession.

- Buckman in 1992
- Developed by Dr. Robert

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**The SPIKES Method**

Lesson the "MN" Effect:

- MSK Method can help the student feel more comfortable and part of the class.

Formal training in DBR using SPIKES Method.

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**Barriers to breaking bad news**

- Perceived by students to be under pressure.
- Remember to be an active listener.
- MSK becomes stronger when the receiver finds the relationship or connection with the deliverer.

- MSK is a tool for teaching, refining, and a sense of check and a big responsibility.

Delivering bad news can be a difficult task.
Key Areas of NONVERBAL communication

1. Eye Contact
2. Stance
3. Facial Expressions
4. Posture
5. Hands
6. Movements and Gestures
7. Physical Environment/Setting

It is important for advisees to feel they are being heard.
Non-verbal cues assist or hinder in the breaking of bad news.
It is important to ensure that these areas of communication do not send mixed messages to your advisees.

Components of Communication
Research shows that 55% of communication is body language.

Empathetic Responses

Suggestions to Real Life Scenarios
Empathy is being aware of and sharing another person’s feeling, experiences, and emotions.

- "I can tell you weren’t expecting to hear this."
- "I’m sorry to have to tell you this."
- "This is very difficult for me also."
- "I was also hoping for a better result."
- "I know this is not good news for you."
- "I can see how upsetting this is for you."

http://theoncologist.alphamedpress.org/content/5/4/302/T2.expansion.html