

# Exercise: Bad News

## Instructions

The purpose of this exercise is for you to reflect on how you respond to bad news and assess whether you would change your responses, knowing what you know now.

Set a timer for 7 minutes.

In the first column, note the last 3 pieces of bad news you received from inside your organization.

In the second column, describe how you responded. How did you feel? What did you say and do?

In the third column, describe anything you would do differently, and note things you will continue doing.

This is for you to keep in the back of your mind the next time you receive bad news.

## Example:

What was the bad news?	How did I respond?	Would I respond differently now?
<i>I noticed that some of the data we already reported to a funder was inaccurate.</i>	<i>I jumped in and started correcting the data myself, just to get it done right so we could update our funder immediately. I called the funder and told them of the mistake. I felt really angry at my team for their sloppy work, and also felt that sinking feeling, like "am I the only one who understands this stuff?"</i>	<i>I might still correct the data myself, just because of how time sensitive the problem was. But I might then bring the team in and have them do it with me, or have them develop a way they are going to make sure the data is correct next time. Have them document how they're going to improve their process.</i>

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