

How do you prepare yourself for delivering this message?

In order to effectively convey this message to the organization, it is important to fully understand the rationale behind the decision in order to properly answer any questions presented by the organization's staff when communicating the information. This could include looking at all financial reports and records, as well as future projections. It is also important to consider the effect this decision will have on the staff. This is going to severely impact their ability towards professional growth.

What will you include in your message?

When delivering negative news to the organization's staff, it is imperative to give all of the details included in the decision, including the financial reports, other options that were considered, and the full details about why this was the best plan of action. Full disclosure will be beneficial to maintaining the trust between staff and administration during the organization's financial hardships.

What resistance might you anticipate and mitigate in your messaging?

There is going to be a plethora of negative emotions from staff regarding the decision that is being made. Staff are going to feel frustrated that their professional development will be impacted by the decision. The most important way to help mitigate these negative emotions will simply be to listen to their feelings about the matter. Not everyone will expect an immediate solution to their situation, but many will feel better by simply feeling heard. Staff have to trust that the administration understands their concerns.

In what way might "grapevine" communication impact your plan for delivery?

Grapevine communication (typically in the form of gossip) is a concern in any workplace, and hospitals are not immune. Grapevine communication can negatively impact the plan for delivery because not everyone will get the information at the same time. Due to different work areas and different shifts, the message may have to be delivered to different staff members at different times. Grapevine could create misinformation and misunderstanding between staff members about the cutbacks, leading to confusion and frustration.