



ENHANCED BREAKING BAD NEWS (SPIKES)

*FrontLine Communication
has provided services for
**Communication Skills Training
for Health Care Professionals** in
the UK for over 25 years.*

INFO

Breaking Bad News Workshop

Can be adapted to any role or band

This advanced workshop provides an in-depth exploration of delivering difficult news using flexible, patient-centred communication.

Building on recognised frameworks and real examples from practice, participants strengthen their ability to prepare for, structure and navigate highly emotive or complex conversations.

Through small-group role-plays with professional actors, participants practise the SPIKES components, respond to emotional intensity, manage uncertainty, balance agenda with patient needs, and refine their communication presence.

The workshop offers a psychologically safe environment to challenge habits, receive tailored feedback, and build confidence for real-world situations.

This workshop also helps participants practise delivering complex or uncertain news through actor-based scenarios, receiving precise behavioural feedback and even helps them strengthen their confidence in leading sensitive conversations at an advanced or consultant level.



One-Day Online Workshop



Mapped to the ACCEND Core Cancer Capabilities in Practice (CiPs)



GMCA ePortfolio ready

LEARNING OBJECTIVES

By the end of the ECST workshop, participants will be able to:

Apply SPIKES flexibly, using each component based on patient cues rather than a rigid step-by-step script.

Deliver clear, concise, and compassionate information using techniques such as warning shots and chunk-and-check.

Prepare effectively for difficult conversations, including clarifying purpose, assessing risks, and creating the right environment.

Respond skilfully to strong emotions such as shock, fear, anger or overwhelm, using silence, empathy, pace and tone.

Explore patient perceptions, concerns and readiness before giving news, supporting shared understanding and emotional safety.

Follow emotional cues without prematurely reassuring, offering solutions or shifting to agenda-led communication.

IMPACT

What some of our recent participants have said...

What did you like about the course?

“ *The role play was a brilliant way to see the impact of different ways of delivering information and handling difficult questions.*
Clinical Nurse Specialist, Upper GI Cancer

Impact of the course?

“ *It was delivered very well and highlighting models to use was really helpful, BBN in my role this will give me more structure and purpose and ensure that partners are supported throughout.*
Hepatology CNS

TALK TO US

Let us know your workforce needs and available budget

We'll build a bespoke, ACCEND aligned

Programme for you

[Book a meeting with our CEO](#)

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FrontLine Communication is the UK's No. 1

Communication Skills & Emotional Intelligence training

provider for the Healthcare sector.

