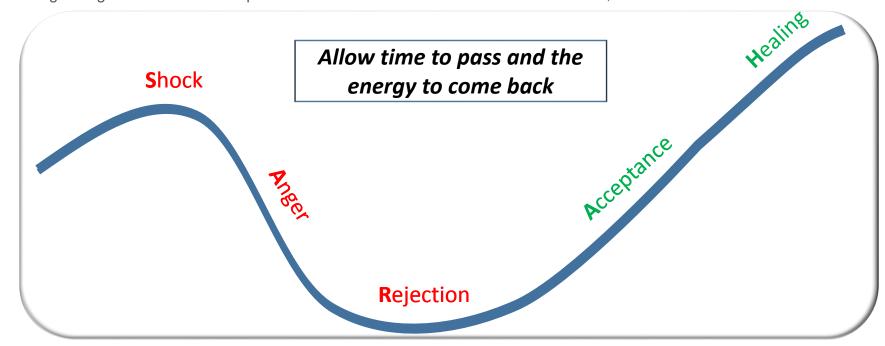
SARAH – Emotional response to grief

- SARAH is an acronym for the most predictable emotional pattern of responses people can give when they receive difficult news or negative feed-back
- Also called 5 stages of grief or emotional response to bad news or natural reaction to feed-back, here is what SARAH stands for



Shock or surprise about what just happened; deliver message in private and allow the person to absorb

Anger or anxiety as you were caught off guard; desire to go back and express frustration to the person delivering the message

Rejection / resentment or resistance / rationalization: reconcile the information or explain it away; defensive mechanism comes up via "not my fault"

Acceptance, the info has sunk in "it is what it is"; action or change can take place

Healing or hope; this results when past is confined to history and we are looking for help

Also known as Kubler Ross model, entailing DABDA acronym: denial, anger, bargaining, depression, acceptance