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 feedback.
- Also called 5 stages of grief or emotional response to bad news or natural reaction to feed-back, here is what SARAH stands for:

  **S**hock or surprise about what just happened; deliver message in private and allow the person to absorb.

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

  **R**ejection / resentment or resistance / rationalization: reconcile the information or explain it away; defensive mechanism comes up via “not my fault”.

  **A**cceptance, the info has sunk in “it is what it is”: action or change can take place.

  **H**ealing 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.