

## Giving feedback using D.A.S.R. method

Giving feedback is a one-way communication to the receiver in which you redirect them back to a missed goal or expectation - it is not a discussion.

By using the D.A.S.R. method of Describing, Acknowledging, Specifying, and Reaffirming, you can give effective, meaningful feedback without blaming or being pessimistic. Giving feedback will be necessary after a critical incident has occurred or you need to communicate a missed goal or expectation with your student.

**Describe** what you observed in terms of behavior. Provide factual information. Use sensory language - what you saw, counted, touched, heard. Supply statistical information for quantity, frequency, duration. Vague information is rarely useful.

- When you...
- I saw this happen...
- The reports indicate the following...

**Acknowledge** your reactions to what happened or the impact of the behavior. Think first about what you are trying to achieve (the desired outcome) and what you want to say. Concentrate on expressing ideas and reactions as clearly, sincerely and concisely as possible.

- I feel unsure, frustrated, concerned about...
- I disagree with what you did because...
- The impact on the team is...

**Specify** explicitly your request for a different, specified behavior. The language you use here can be instrumental in either building motivation or undermining the person's enthusiasm.

- What I would prefer is...
- What you need to do now is...
- What would work best in this situation is...

**Reaffirm** their worth and ability to correct their behavior.

- I have confidence that you can do the job correctly.
- You've got strengths in this area...
- You have the skills to handle this...

Following up after the feedback will help you next time. Keep a written record of the discussion and agreement. Evaluate your own handling of the discussion and what you would do differently next time. Actively assist the student in making the changes you have agreed upon.

### SAMPLE OF DASR DISCUSSION:

	Poor version	Better version
<b>Describe</b>	You never got the vitals on the patient in 5432A	When physicians make rounds in the morning and do not have the vitals, they to have a complete picture of how the child is doing....
<b>Acknowledge</b>	You have to be sure you get the vitals in the morning	I become concerned when you do not get the vitals as you may not .....
<b>Specify</b>	You have to get the morning vitals done.	When you are making your plan for the day, you need to ensure that AM vitals are done in a timely manner.
<b>Reaffirm</b>	So you will do the vitals right away?	As you become more familiar with the routine, you will understand the 'flow of the unit' more.