

# D.A.R.N. METHOD

## A PROVEN TECHNIQUE FOR DELIVERING BAD NEWS

*A man's mistakes are his portals of discovery.* -James Joyce

### **D-** DISCLOSE THE PROBLEM

Share what went wrong as succinctly as possible.

### **A-** ACCOUNTABILITY

Own it.

### **R-** RESPONSE

Share what you're doing to make it better or prevent the problem from reoccurring.

### **N-** NEXT STEPS

Clearly summarize next steps, including support needed.