

DESC:

an assertiveness model to help frame conversation

Describe.

Describe a factual account of what has happened - what you see or experience - try and not judge or blame.

Express.

Express the impact this has - could be the impact on you, someone else or a situation.

Specify.

Specify what would change this - take it forward.

Confirm.

Confirm if this is correct / understandable / doable.