

Three W's

Overview

The Three 'W's is a tool that can be used to support a structured approach to your communication. When using this worksheet there are three simple steps to follow:

W1 - What I see is meant to be very objective. Just the facts. This helps keep the conversation much more concise and allows the team member to discuss the observations that others may or may not be aware of.

W2 - What I am concerned about is a little more subjective, but it is important to remove judgement. This allows a team member to discuss their situation and why this particular event or object is concerning. It is a little harder to do as you do need some practice or experience with situations to help you identify your assessment and justify why this concerns you.

W3 - What I want refers to what needs to be done to rectify a situation or at least improve a situation. This is a key part to the three W's. If you stopped after What I see and What I am concerned about, you are just identifying a problem and this may not contribute to an improvement. If you progress to what I want, it is a way to recommend what *can* be done to improve a situation.

SAMPLE TOOL OF USING THE THREE WS

THREE WS	RESPONSE
What I see	
What I am concerned about	
What I want	

Accomplishments



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