

3 W's

Overview

The 3 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 judgment. This allows a team member to discuss their situation and why this particular event is concerning. It is a little harder to do as you need to do 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 the situation or at least improve a situation. This is a key part to the 3 WS. 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.

3 Ws Example – Health Care Aide to Nurse

3 Ws	RESPONSE
<p>What I see HCA: Three residents on the Sunny Lane unit do not have the “All About Me” poster in their rooms.</p>	<p>Nurse: Good observation. Those three residents are new to Sunny Lane unit and you are correct, we do not have the “All About Me” poster in their rooms done yet.</p>
<p>What I am concerned about HCA: One of the residents (Betty) is wondering at night.</p>	<p>Nurse: This is good to know. We were going to start on the posters in the next couple of weeks, but we will escalate due to this issue.</p>
<p>What I want HCA: To ensure all three residents have the “All About Me” poster completed and hung in their rooms by the end of the month. Prioritize Betty’s and schedule a call with family care partners to see if we can complete the information and understand if there is a reason for the night wondering.</p>	<p>Nurse: Good suggestion. I will call Betty’s brother today so we can try and understand the situation sooner. Any information I gather, I will put in Betty’s care plan and we will get the poster done by end of the week.</p>

Accomplishments

After speaking to Betty’s brother. The nurse discovered that Betty used to work night shift as a nurse and is probably contributing to her wondering at night. This has been noted in Betty’s care plan with some possible solutions to overcome her night wondering.

3 Ws Worksheet

3 Ws	RESPONSE
What I see	
What I am concerned about	
What I want	

Accomplishments
