

WHAT...

- ...is the situation?
- ...am I trying to achieve?
- ...actions did I take?
- ...was the response of others?
- ...were the consequences?
- ...was good/bad about the experience?

SO WHAT...

- ...does this tell me, teach me?
- ...was I thinking and feeling?
- ...other knowledge can I bring to the situation?
- ...is my understanding of the situation?
- ...did I base my actions on?

NOW WHAT...

- ...do I need to do to improve things?
- ...broader issues need to be considered if this action is to be successful?
- ...might I do differently in the future?
- ...might be the consequences of this action?

from Rolfe et al. (2001)