

## What, When, Why and How Messages

**WHAT** - name the feeling.

I feel...

**WHEN** - explain what behaviour is bothering you.

When you...

**WHY** - describe why you are feeling this way.

Because I...

**HOW** (optional) - state how you would like the other person to behave that will better meet your needs.

I wish/I want/it will help if...

### What, When, Why and How Messages...

- help speakers share their thoughts and emotions honestly
- show respect for everyone's feelings
- do not blame another person for causing someone else's feelings
- offer a way to improve a situation