

What? So What? Now What?

A framework for meaningful conversation & understanding

This structure for processing an event/ experience is perhaps the most widely known and used. It is a basic way to promote discussion that begins with reviewing the details of the experience/ event and moves toward critical thinking, problem solving, and creating and action plan.

What?:

- descriptive, concrete
- facts, what happened, when, with whom
- substance of group interaction

So what?:

- shift from descriptive to interpretive
- meaning of experience for each participant
- feelings involved, lessons learned
- why?

Now what?:

- contextual-- seeing this situation's place in the big picture
- applying lessons learned/insights gained to new situations
- setting future goals, creating an action plan

