

What, When, Why, and How Messages

- **What**—Name the feeling. *I feel*

- **When**—Explain what behavior 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.
- discuss another person's behavior respectfully without name calling.
- offer a way to improve a situation.