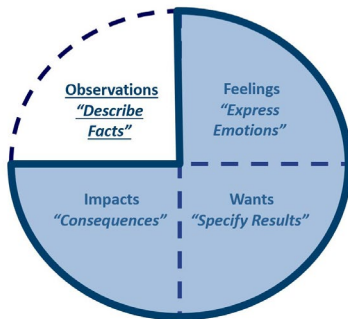


WHOLE MESSAGE MODEL

- > Give feedback using the whole message model



- > Observations



- > What did you hear, observe, experience?
- > Describe situation in concrete facts, specific events and behaviors

What are the facts?

- > Feelings



- > Appropriately express your feelings
- > Acknowledge your own feelings/opinions
- > Avoid blaming, ridicule or shame

How do you feel about the situation?

WHOLE MESSAGE MODEL

> Wants



- > An expression of what you would like to see change, stop, improve or continue
- > A statement of what you see as desired result or goal

What do you want to see change?

> Impacts



- > Describe what will happen if the behavior continues
- > Emphasize the positive reward consequences rather than the negative

What are the consequences if you do or don't change?