

## TOOL

# The “What? So What? Now What?” Framework

Use this framework to critically reflect on a critical incident as part of a CEL experience. Describe and analyze potential issues and discover potential solutions for them. This is a reflective framework that leads to more informed action.

### What? (description)

Describe a critical incident, event, or notable situation and/or interaction.

### So What? Why? (analysis and interpretation)

Identify key facts and impacts.

### Now What? (application)

Identify the course of action.

Adapted from Borton, Terry (1970). *Reach, Touch and Teach*. New York: McGraw-Hill.

