

# 4Ws and How

## Sample Form

**Poor:** Melissa got mad and yelled at Sonia.

**Effective:**

When?	On 11/01/15, during break
Where?	In the lunchroom
Who?	Melissa Smith and Sonia Hernandez
What?	Melissa Smith came within two inches of Sonia Hernandez's face, pointed her finger towards Sonia's eye and yelled, "I'm tired of your silly ass".
How?	Staff morale and team work decreased.