

THE W-H MATRIX

These are effective to use to better understand the problem or situation, get tangible information and turn your vague understanding of things into a more tangible form.

The beauty of this matrix is you can add your own sub questions and make it as customized and as specific as you want.

In asking sub questions, do NOT lose focus of the main problem.

WRITE down the problem / priority above the W-H matrix before proceeding to fill it on.

NOTE: You will need both the guide and the blank matrix together to enable faster working.

Time required: 45 min to 1 hour.

No. of people required: 1-5 (max)

Write down the problem / area of priority



THE W-H MATRIX

GUIDE

These are effective to use to better understand the problem or situation, get tangible information and turn your vague understanding of things into a more tangible form.

The matrix is flexible so you can add your own sub questions and make it as customized and as specific as you want.

| WHAT | WHO | WHY | WHERE | WHEN | HOW |
|--------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------|
| What is the problem / what is the priority | Who is involved? (names or departments) | Why are we doing this? (Why is this a priority?) | Where is this happening | When did this problem surface / when did it become a priority | How can we solve this? |
| What do we want to know about it | Who are the decision makers | Why is it happening | Where has it happened before (look outside your organization, or even at analogous examples) | When do we want to start seeing results? | How have others solved it? (what are other comparable organizations doing?) |
| What do we know so far | Who are affected by this (internal and recipients) | Why have we not solved this yet? | Where have we done something similar? | When can we start | |
| What are some assumptions we have made | Whose help do we need for this (external) | | Where else can we use this solution? (If you are spending time and money on this, see if you can use the same resources elsewhere) | When does it stop being a priority (outcome, measurement metrics) | How can we turn this into an opportunity? |
| What resources do we have | | Why have we not made changes?(If this has been going on for a while...) | | | |
| What do we need to get started | | | | | |

THE W-H MATRIX

Fill it in...(Use the guide on the previous page to help you... add questions and sub questions as long as they are relevant.

TEMPLATE

| WHAT | WHO | WHY | WHERE | WHEN | HOW |
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