

# Three Questions: Past, Present, and Future



## What?

**The Past:**  
Describe what happened

- What was your experience?
- What happened, focusing on the actual facts only?
- What did you particularly notice?
- What worked well and what didn't?
- Who else was involved?
- What did you do?
- What was the related data or information?

## So What?

**The Present:**  
Analysis and sensemaking

- How did you feel when it happened?
- What might have been behind your response?
- Was this event part of a broader pattern?
- What caused this event?
- Why might have other people acted the way they did?
- What other insights or hypotheses might be drawn from the experience and data?

## Now What?

**The Future:**  
Effective Next Steps

- What lessons can you take forward in similar and other contexts?
- How might you prevent negative outcomes or problems in a similar situation?
- What would you do differently if a similar situation arose?
- How might you better prepare and resource yourself for a similar situation?
- How might you test out your understanding or hypotheses through tests or experiments?

Adapted from Borton, T. (1970) **Reach, Touch and Teach** London

