



## 5W2H WORKSHEET

**STEP 1:** Answer the following 5W2H questions to better understand the problem/opportunity at your organization.

**What** is the problem/opportunity?

**Why** is it a problem/opportunity?

**Where** do you observe the problem/opportunity?

**Who** is impacted?

**When** did you first observe the problem/opportunity?

**How** does it affect clients/families/caregivers/staff?

**How** often does it occur?

**STEP 2:** Use your answers from **step 1** to draft a problem/opportunity statement.