



## The Experience Cube

From *Clear Leadership* by Gervase Bushe

Observations

Thoughts

Wants

Feelings

**Observations:** Sensory data (information you take in through your senses), primarily sight and sound. What a video camera would record.

**Thoughts:** The meaning you add to your observations (i.e., the way you make sense of the data, including beliefs, expectations, assumptions, judgements, values and principles).

**Feelings:** your emotional or physiological response. Feeling words such as happy, sad, mad, glad, scared, or a description of what is happening in your body.

**Wants:** Clear description of the outcomes you seek.

Identify a difficult conversation you need to have and use the space below to script your conversation using the Experience Cube. It does not need to be a linear process, you can start anywhere in the Cube and intersperse questions and check-in points.

Observations	Thoughts
Wants	Feelings



## Experience Cube Practice

Think of a situation where you would like to give someone feedback:

1. What is your intention in giving the feedback?
2. What observable facts can you identify that support your feedback?
3. What stories are you making up? What assumptions are you creating? What judgments do you have based on your own beliefs, values, and worldview? How can you check these assumptions? What clarifying questions would you need to ask?
4. What feeling do these thoughts evoke in you? Where do you think these feelings come from?
5. What do you want from this conversation and from this person? What is your request of them? What is your true intention? How can you align your request with your intention?