

**M. D. Anderson Ombuds Office**

**The Whole Message Model**

**A communication tool to prepare for the meeting**

<b>OBSERVATIONS</b> “What are the facts?”	<b>THOUGHTS</b> “What do they lead me to believe?”	<b>FEELINGS</b> “How does this make me feel?”	<b>NEEDS</b> “What are my needs?”	<b>WANTS</b> “What outcome do I want?”	<b>CHANGES?</b> “What changes am I willing to make?”