**The Integrative Processing Model**

**Step 1: Gathering Objective Data from the Concrete Experience**
Describe the experience, focusing on such issues as:

- What did I observe in this experience?
- What were the key events and features of this experience?
- What did I observe about the physical surroundings?
- What did I observe about my behavior and actions? Those of others?

**Step 2: Reflecting**
React on a more personal level to the experience, focusing on such issues as:

- How does this situation touch upon my own values?
- How does it relate to my personal history?
- What emotions and thoughts does this experience trigger in me?
- What assumptions am I making about this situation?
- What assumptions am I making about the people involved in this experience, including myself?
- What does this experience point out to me about my own attitudes, biases, or preferences?
- How do I evaluate my own effectiveness in this experience?
- What behaviors (both verbal and non-verbal) enhanced or diminished my effectiveness?

**Step 3: Identifying Relevant Knowledge**
Examine academic knowledge which might be applicable to the experience, focusing on questions like these:

- What course work or reading have I done which is relevant to this experience?
- What principles, concepts, theories, skills, or information have I learned which relate to this experience?
- How does this experience relate to what I have learned elsewhere?
- How is the experience consistent with my academic knowledge?
- How does the experience contradict or challenge my academic knowledge?
• How does my academic knowledge help me to organize, understand, make sense of, or develop hypotheses about this experience?

Step 4: Examining and Reconciling Dissonance
Examine more closely points of discomfort, disagreement, or inconsistency in the experience. As you reflect on points of dissonance in your experience, also explore ways in which this dissonance might be reconciled. At times, however, you will find that dissonance cannot be resolved. Learning to live within ambiguity, conflicting tensions, and paradox is sometimes required. Focus on such issues as:
• What, if anything, do I feel uncomfortable about in this situation?
• What conflicting information do I have?
• How does this experience contradict my previous assumptions or learning?
• What conflicting thoughts and feelings do I have about this experience?
• What disagreement is there between what I think I “should” think or feel and what do I think or feel?
• What conflict is there between competing “shoulds” in the situation?
• What disagreement is there between my personal views and assumptions about the situation and the ideas put forth by the “experts” in the field?
• What conflict is there between what I “know” and what I “do”?
• Between what I “should” do and what I “want” to do?
• Between what I “should” and what I “must” I do?
• How can assonance be resolved?
• Sometimes it’s not reconcilable—learn to live within it!

Step 5: Articulating Learning
Respond to such questions as:
• What are the major lessons I learned from this experience?
• What did I learn about myself? about others? about the world around me?
• What knowledge, wisdom, or insights did I gain?
• What skills did I acquire?
Step 6: Developing a Plan

Consider the question, “Where do I go from here?” This line of thought calls upon you to respond to such questions as:

- What gaps do I recognize in my knowledge and/or skills related to this experience?
- Consequently, how will I fill these gaps? How should I proceed in my own learning?
- How will I proceed with my work?
- How might I modify my own approach, methods, or behavior as I encounter similar experiences in the future?