



SBI Feedback Model

SITUATION

Contextualises the feedback in terms of when, where, whom and the relevant circumstances, prompting recollection.

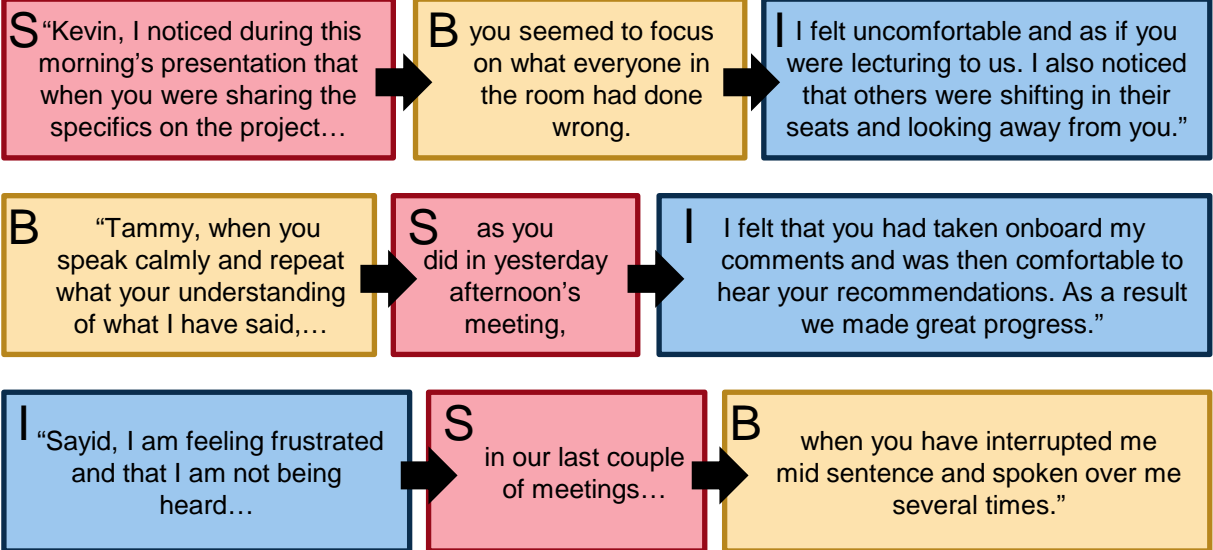
BEHAVIOUR

Observable actions which describe to the receiver what produced the response or reaction.

IMPACT

The reaction in terms of thoughts, feelings, and behaviours that resulted from the receiver's behaviour.

Examples:



Tips to Give Good SBI Feedback

- Prepare for conversation and envisage the behaviour you want to reinforce or change
- Always ask for permission to give feedback
- Address the actions/behaviours not individual
- Address the behaviour fairly and proportionately – don't make mountains out of molehills
- Be specific
- Be clear and concise
- Own the feedback and avoid speaking for others or deflecting in the form of "other people have said..."
- Avoid sandwiching constructive feedback between positive messages as this dilutes the message
- Do not psychoanalyse or assume the motives or reasons for the behaviour
- Do not threaten the receiver or imply a threat
- Do not try to lighten the mood with inappropriate humour