

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:

S "Kevin, I noticed during this morning's presentation that when you were sharing the specifics on the project... B you seemed to focus on what everyone in the room had done wrong.

I felt uncomfortable and as if you were lecturing to us. I also noticed that others were shifting in their seats and looking away from you."

B "Tammy, when you speak calmly and repeat what your understanding of what I have said,...



S

I felt that you had taken onboard my comments and was then comfortable to hear your recommendations. As a result we made great progress."

"Sayid, I am feeling frustrated and that I am not being heard... in our last couple of meetings...

when you have interrupted me mid sentence and spoken over me several times."

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