

S.B.I.I.I. FEEDBACK MODEL

Giving feedback without side effects is a skill that allows you to be a confidential source of truth and candor. It is saying what you mean (but not saying it in a “mean” way), sharing your valuable ideas (not holding back), and offering your honest opinion (rather than saying what we think others want to hear). Feedback is one form of truth telling that can sometimes evoke emotion. The SBI Feedback Model is one technique you can use to look at the situation objectively, plan for and practice your conversation, and ensure your feedback is clear and efficient.

SITUATION

Describe where and when the observed behavior occurred. Be Specific.

BEHAVIOR

Describe what you saw or heard. A video tape would capture this – no interpretations or judgements.

IMPACT

Share the impact of the behavior on you or others. **Own your own conclusions.** Own it by using phrases such as: “I think...” “It seems to me that...” “I believe...” “My perception is...” pay attention to you tone of voice as you offer your point of view.

INQUIRE

Explore their view. **Ask questions to check out conclusions.** Check to see if your conclusion is accurate by asking questions such as: “How do you see it?” “What do you think?”

INVITE

Would you be open to a suggestion? Move to action.

ACTIVITY: FEEDBACK PLANNING

Identify a feedback opportunity. Fill out the SBIII Model Below. Work in groups of three practicing giving feedback using the SBIII Model.

SITUATION

BEHAVIOR

IMPACT

INQUIRE

INVITE
