

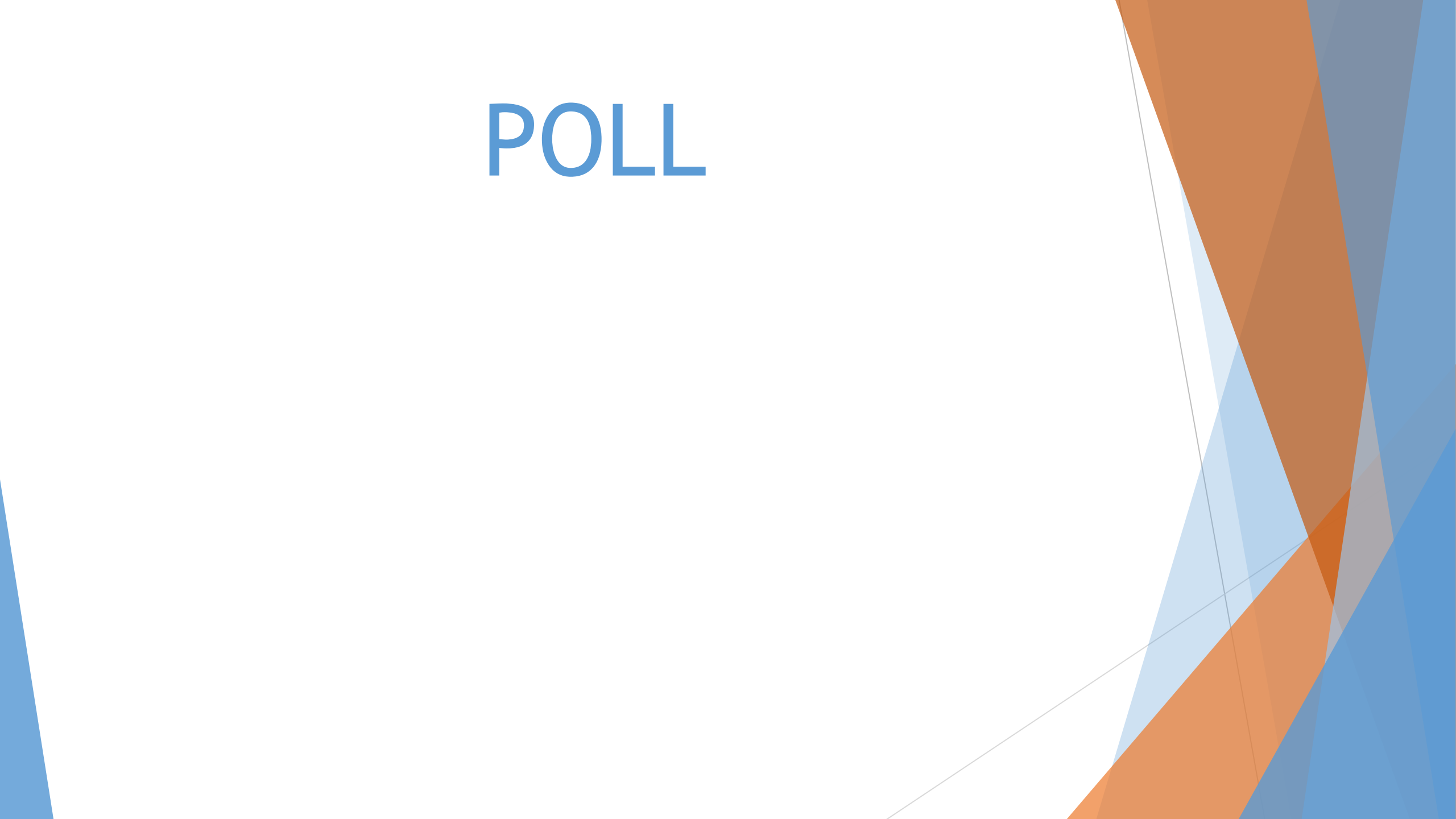
Giving & Receiving Effective Feedback

- ▶ What is one
 - ▶ Best Practice
 - ▶ Question
 - ▶ Challenge

What does providing effective feedback do for you, your company ?

- Improves Culture
- Reinforces Behaviors
- Improves staff morale
- Improves staff productivity
- Less stress on EVERYONE
- Makes your job easier

POLL



How to Give Effective Feedback



How to give effective feedback



Situation

Behavior

Impact

SBI is a Powerful Tool



You already know how to:

Tell people what they did well

Tell people what they did wrong

Tell people what to do or stop doing

SBI allows you to give feedback more productively:

Expands the person's self-awareness

Is less likely to trigger defensiveness

The SBI Feedback Model

Situation is the specific event or circumstance

Behavior is observable actions and verbal comments
nonverbal behaviors and signals
mannerisms

Impact is What I (or others) think, feel, or do as a result
I saw... I heard... I felt... I thought...
It is not an interpretation or judgment on
motivation or intent

Situation



Anchors feedback in time and place

Helps person to whom the feedback is being given understand the context

Example

“When you presented the project results at the team meeting last Thursday, ...”

Behavior



Allows person receiving feedback to know specifically how they behaved

Behaviors are things that can be recorded — with a camera or audio recorder

EXAMPLE

- ▶ *“When you presented the project results at the team meeting last Thursday, ...”*
- ▶ *“You spoke clearly and concisely. You provided details when making your point and you answered questions directly, ...”*

Behavior to Avoid



Generalizing or Classifying

You were friendly.

You were candid and self-disclosing.

You were intimidating

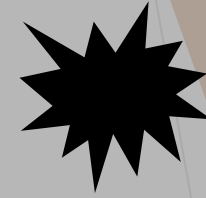
Evaluating or Judging

Your warmth was good for us.

You were more open than anyone else.

You were too controlling.

Impact



result of people's behaviors:

Emotionally • On the task • On the group

EXAMPLE

- ▶ *When you presented the project results at the team meeting last Thursday, ...”*
- ▶ *“You spoke clearly and concisely. You provided details when making your point and you answered questions directly, ...”*
- ▶ *“Consequently, the team was able to clearly see the outcomes associated with our hard work.*

Impact:

Avoid describing the behaving person

- I felt as if you cared about us.
- I felt that you could relate to what I was going through.
- I felt that you had to have your own way.
- I felt that you were rude.

SBI Example

1

Situation

Last Tuesday when I did a virtual ride along with you

Behavior.....

You were unprepared with the call, you did not write out your pre call plan

Impact.....

because of that your up front contract was weak and so were your opening questions, the call did not go well

SBI Example

2

Situation.....

During Wednesday's customer meeting,

Behavior.....

you reviewed the proposal and identified the solutions to their pain, they had lots of questions, and you reversed the appropriate ones.

Impact.....

The customer understood our solutions and gave us a yes

SBI Practice with Partner

1

Describe to your partner an overview of a challenge you're experiencing with someone.

2

Discuss the situation and any specific behaviors around which you'd like to give feedback.

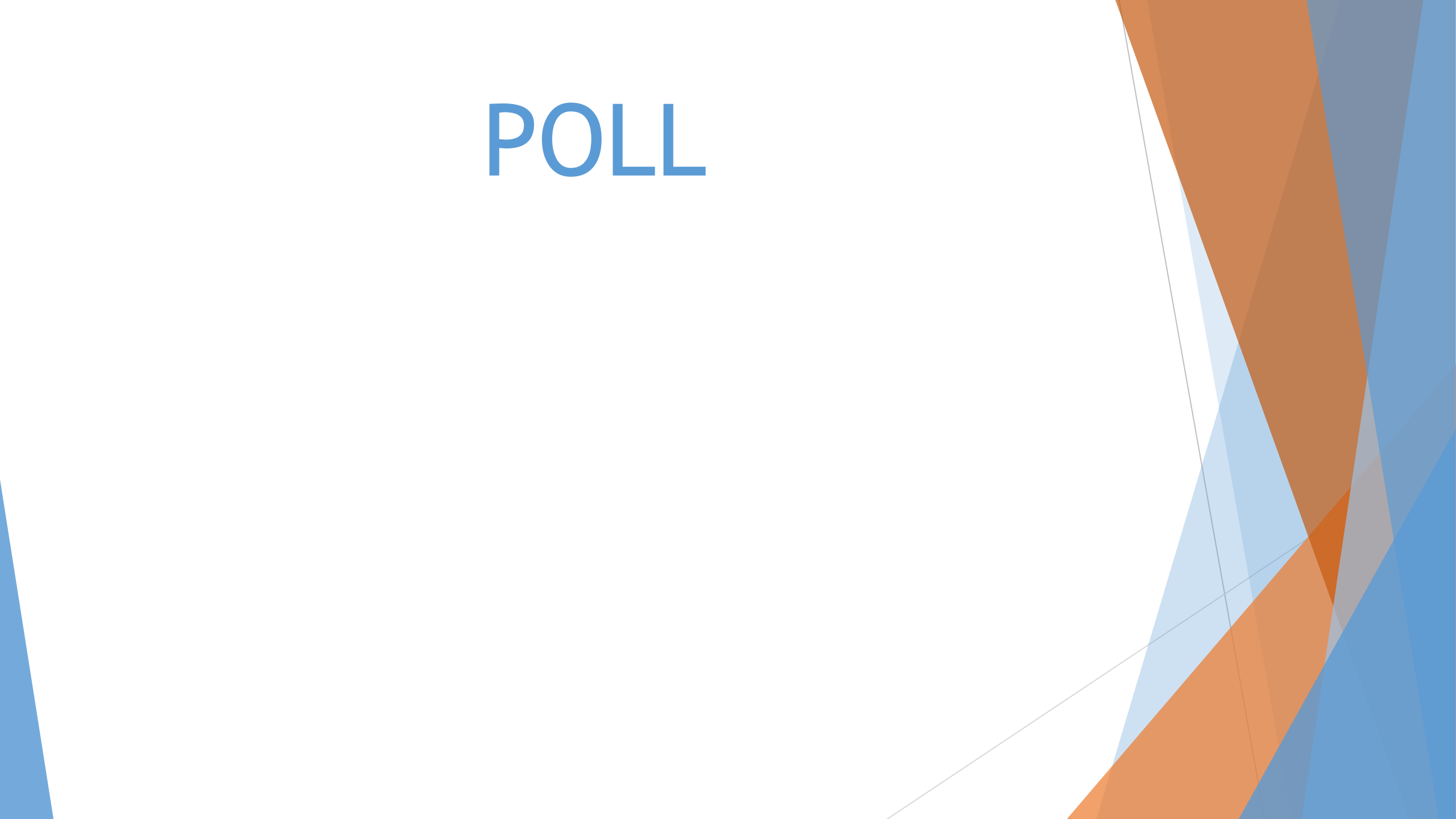
3

Together, complete the SBI as if you were preparing to give that person feedback.

4

Switch roles and assist your partner with their card.

POLL



LESSON'S Learned

The background features a series of overlapping, semi-transparent geometric shapes, primarily triangles, in shades of blue and orange. These shapes are positioned on the right side of the slide, creating a modern, abstract design.