

SBI Tool

ESSENTIAL STEPS TO GIVING FEEDBACK

The first **SBI** is used to provide feedback in specific ways - it is usually delivered in full by the person providing the feedback.

S

SITUATION

Describe the situation.
Be specific about when
and where it occurred.

B

BEHAVIOUR

Describe the
observable behaviour.
Don't assume you
know what the other
person was thinking.

I

IMPACT

Describe what you
thought or felt in
reaction to the
behaviour.



After this first stage **SBI** the feedback provider would pause to check in with the person receiving the feedback, perhaps asking their thoughts on the feedback.

The second **BI** is an opportunity for coaching or guiding. The person delivering the feedback could ask the receiver what behaviour would be more appropriate for the situation, and the potential impact of that behaviour.

B

BEHAVIOUR

Describe the desired
behaviour or a
behaviour that could
be tried next time.

I

IMPACT

Describe what impact
the change in
behaviour would have
on the situation.

If the feedback receiver requires more guidance, the feedback provider could deliver this as a suggestion of behaviour and impact in a future situation.