

Situation – Behavior – Impact (SBI) Feedback

Effective feedback can help the receiver understand exactly what he or she did and what impact it had on you and others. When the information is specific, yet without interpretation or evaluation, there is a better chance that the person getting the feedback will be motivated to begin, continue, or stop behaviors that affect performance.

The **Situation - Behavior - Impact** technique of giving feedback is simple and contains three elements:

SITUATION	BEHAVIOR	IMPACT
Anchors feedback in time, place, and circumstances and helps receiver remember and/or understand the context.	Observable actions that can be recorded (audio or video) and allows feedback receiver to know exactly what he or she did that had impact	Feelings and thoughts the feedback giver had, and how the feedback giver or others behaved as a result of the feedback receiver's behavior.

Feedback Examples: Once you gather SBI, here is how you might express it:

^S “David, I noticed during this morning’s presentation that when you were sharing the specifics on the community partnership project, ^Byou looked above everyone’s head. ^I 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“Carmen, when you speak calmly and repeat what you understood me to have said, ^Sas you did in yesterday afternoon’s project review meeting, ^I I relaxed and was able to hear your point of view. As a result we made great progress.”

“Rachel, ^I I am feeling frustrated ^Sright now because ^Byou have spoken over me several times. ^I I am having trouble getting my point across and do not feel heard.”

Situation:

Behavior:

Impact:
