

You've Lost that Leader Feelin' | Feedback Planner

Think of a situation where you need to share feedback. What makes this issue important and worth addressing? Draft your feedback using the SBI model and you'll be ready to share it in no time. The more you practice SBI, the easier it will become!



Situation: Anchored in time and place	Behavior: Observable Action	Impact: On you, others, task, or company
<ul style="list-style-type: none"> Describe when and where the behavior occurred. Be specific so the recipient can go back to the time and place of the behavior. Describe who was there, why you were there, what happened just before or just after. 	<ul style="list-style-type: none"> Describe only behaviors that you can hear or see (i.e., behaviors that a video might capture). Avoid judgments (e.g., "You were angry." or "You were a good listener.") Be specific so that the recipient knows exactly what he/she did. 	<ul style="list-style-type: none"> Describe how you felt (e.g., distracted, worried, impressed. Look at the Words for Impact (reverse) if you need help articulating. Describe the actions you took as a result. If relevant, address consequences for the task, team, or company.

This is your workspace to compose SBI feedback. See reverse for examples of positive and constructive feedback.

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→ Pro tip: The SBI model (by the Center for Creative Leadership) helps keep feedback succinct. Stay true to the model, then focus on listening to your partner!

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Words for Impact

If you're not sure how to describe how someone else's behavior made you feel, consider using these words:

+ Positive Impact				- Negative Impact			
Amused	Content	Glad	Peaceful	Abandoned	Exasperated	Nervous	Scared
Appreciated	Delighted	Gratified	Powerful	Agitated	Fearful	Odd	Shocked
Bold	Determined	Happy	Proud	Ambivalent	Flustered	Overwhelmed	Startled
Calm	Engaged	Honored	Relieved	Angry	Foolish	Pain	Stressed
Capable	Excited	Hopeful	Rewarded	Anxious	Frightened	Panicked	Stupid
Challenged	Fearless	Inspired	Safe	Betrayed	Frustrated	Pressured	Tense
Comforted	Free	Intrigued	Satisfied	Confused	Guilty	Rejected	Threatened
Confident	Fulfilled	Liked	Welcome	Defeated	Irritated	Remorseful	Tired
				Diminished	Isolated	Restless	Trapped
				Distracted	Judged	Rushed	Uneasy
				Disturbed	Left out	Sad	Worried

Examples

To build the skill of sharing feedback, prepare and practice for feedback sessions! SBI will feel awkward at first, but the more you practice, the more comfortable and effective you'll be. Over time, you'll be able to give feedback casually on the fly.

Giving Positive Feedback

Instead of: *"You were effective in the team meeting today!"*

- S:** Emma, at the end of the team meeting this morning...
- B:** You gave a summary of the key steps we had discussed.
- I:** I was really glad you did that *[impact on me]* and the meeting had a great sense of *closure [impact on task]*.

Giving Constructive Feedback

Instead of: *"You were really rude yesterday."*

- S:** During our conference call yesterday afternoon...
- B:** I noticed you interrupted several of us on multiple occasions.
- I:** I was frustrated *[impact on me]* and I sense that others were also affected. I am concerned that the interruptions might get in the way of the teamwork we've been building, and the comfort of everyone developing creative solutions *[impact on others/task]*.