

Situation Behaviour Impact

Guidance

- After conflict occurs use SBI.
- Give each person time to reflect and capture their thoughts.
- Explain SBI (see below).
- Explain this is about giving feedback to improve for the future.

S

Situation

Think about the situation that has happened, where and when it occurred. It important to remember the details to allow the person you are giving feedback to remember it too.

B

Behaviour

Describe the behaviour observed but don't make assumptions on what you believe the other person was thinking.

I

Impact

Describe how you felt and were thinking in reaction to the behaviour.

- Feedback can be given verbally or written down in the template provided.
- The response from the person receiving the feedback is *always*

Thank You

- Ensure everyone gets to give their feedback and is listened too.

SBI Template

Name Date.....

Verbal feedback given in this format:

In the _____ (X Situation)

When you did/said _____ (Behaviour)

The impact on me was _____ (Impact)

Written feedback given in this format:

Situation

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

Behaviour

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

Impact

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