

# HOW TO GIVE PROPER FEEDBACK

## ≡ S B I ≡ SITUATION BEHAVIOR IMPACT



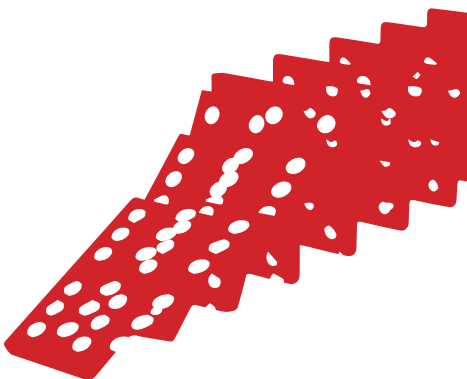
### SITUATION

- Describe the situation
- Be specific about where, what time, what day, etc., the behavior happened to which the feedback is being referenced.



### BEHAVIOR

- Describe the observable behavior you are giving feedback on.
- It's actually what was said, or what was done. A video camera could pick up or hear it.
- No values given.  
No judgments made. Simply state the fact of what was said or done.



### IMPACT

- Describe how you felt or how the behavior impacted you, either positively or negatively.
- Positive words that reinforce the behavior: "impressed," "proud."
- Words to encourage someone to stop or change a behavior: "troubled," "worried," "disengaged," "irritated."

