

SITUATION, BEHAVIOUR, IMPACT – SBI

This is a model to give feedback, both positive and negative, in a way that helps the individual to see the impact of their positive or negative contribution

Positive Example

First invite self-appraisal

S: Yesterday in the meeting with the donor, you appeared confident and sure of the information you presented.

B: You were able to access the information you needed in the meeting and were able to answer the donors questions and concerns in an assuring way.

I: As a result they have verbally said they want to go ahead with our proposal.

Negative Example

First invite self-appraisal

S: Yesterday in the meeting with the donor, I observed that you didn't have all the information needed. You appeared to lack confidence in what you were saying.

B: This makes me wonder/think that you had not adequately prepared for the meeting.

I: As a result our donor may not sign up to our proposal.

It is important to follow up by asking the individual what they think they can do to make sure that they perform better next time and what support you can give as the line manager.