

TOGETHER
~~LOVELY~~
AT THE
TOP

Situation. Behavior. Impact.

Situation-Behavior-Impact (SBI) was created by the Center for Behavior Leadership to help with the direct sharing of feedback.

This is how it works

The person who wants to give direct feedback about someone's behavior breaks it up into three components. First, the "situation" or event when the behavior occurred. Then, what the "behavior" was. Finally, he or she shares the "impact" of that behavior. This impact is shared without judgment or assumptions; it's just what happened and how the person giving the feedback feels about what happened.

Here's a simple example:

- Situation: "At the meeting this morning..."
- Behavior: "...you interrupted me.."
- Impact: "...and that put us on a tangent so we weren't able to finish the entire meeting agenda."

It can also be used for positive feedback:

- Situation: "At the meeting this morning..."
- Behavior: "...you asked a really good question..."
- Impact: "...and that helped us see the problem in a new way."

The goal with the SBI approach is to create a set of rules for feedback to help everyone feel more comfortable giving and receiving it, with the understanding that this is a way to deepen connections between team members, help them be aware of how their actions affect others, and improve performance. People shouldn't take the SBI feedback personally but use it as an opportunity to reflect or improve.