

LEADERSHIP FOUNDATION — MODULE 2

SBI Feedback Script Builder

Write structured feedback using the Situation-Behaviour-Impact model.

Name:

Date:

Write three feedback scripts: one positive, one developmental, one corrective. Use the SBI framework for each.

Positive Feedback

SITUATION (WHEN AND WHERE)

BEHAVIOUR (WHAT YOU OBSERVED — SPECIFIC, FACTUAL)

IMPACT (THE EFFECT ON THE TEAM, GUEST, OR OPERATION)

YOUR OPENING LINE (HOW YOU'LL START THE CONVERSATION)

Developmental Feedback

SITUATION (WHEN AND WHERE)

BEHAVIOUR (WHAT YOU OBSERVED — SPECIFIC, FACTUAL)

IMPACT (THE EFFECT ON THE TEAM, GUEST, OR OPERATION)

YOUR OPENING LINE (HOW YOU'LL START THE CONVERSATION)

Corrective Feedback

SITUATION (WHEN AND WHERE)

BEHAVIOUR (WHAT YOU OBSERVED — SPECIFIC, FACTUAL)

IMPACT (THE EFFECT ON THE TEAM, GUEST, OR OPERATION)

YOUR OPENING LINE (HOW YOU'LL START THE CONVERSATION)
