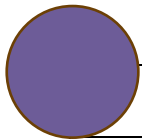


# Practice Worksheet: Applying the Situation-Behavior-Impact (SBI)<sup>™</sup> Method

The below Situation-Behavior-Impact (SBI)<sup>™</sup> method, adapted from The Center for Creative Leadership, is a structured approach to feedback that helps leaders deliver clear, actionable, and constructive input. It's a simple yet powerful way to ensure feedback is effective, whether it's for improvement or recognition.

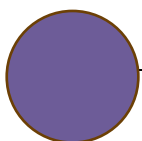


Situation	Behavior	Impact
Describe <b>the context</b> of the situation. Be specific about the time, place, and circumstances to ensure clarity.	Focus on the <b>specific actions</b> the person took. This helps avoid judgment and ensures you're discussing observable actions.	Explain how <b>the behavior affected others</b> . Be clear about the consequences of their actions.

## The Benefits of the Situation-Behavior-Impact (SBI) Method

- Delivers clear, direct, and efficient feedback
- Reduces questions and ambiguity
- Promotes actionable growth
- Encourages dialogue between feedback giver and receiver
- Helps deliver positive and constructive feedback

## Situation-Behavior-Impact (SBI) Example



Situation	Behavior	Impact
During yesterday morning's team meeting, when you gave your presentation...	...your sales calculations (Cost of Sales, Profit Projections) on slides 5 and 6 were incorrect.	I'm worried that the board members will reject our proposal, which has affected their confidence in our team. Can you help me understand what happened?

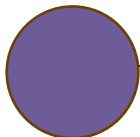
## Tips for Effective Delivery

For feedback to be effective, it should be timely, specific, and delivered with a neutral tone. Focus on:

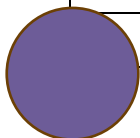
- Delivering feedback as soon as possible after the event
- Maintaining a neutral, non-judgmental tone.
- Communicating observable actions, not interpretations

## Practice Using the Situation-Behavior-Impact (SBI) Method

**Instructions:** Use the templates below to practice structuring feedback using the SBI.



Situation	Behavior	Impact



Situation	Behavior	Impact