

Time	Slide / Visual	Facilitator Script & Activity Instructions	Learner Action
5 minutes	Slide 1: Title & Welcome(Visual: Warm welcome banner)	Facilitator Says: "Welcome everyone! Today we're moving away from generic feedback models like the 'sandwich method' and focusing on actionable, behavior-focused conversations. By the end of this hour, you'll practice a 4-step framework in real time."	Join session, open chat box, complete audio/video check.
10 minutes	Slide 2: The Cost of Vague Feedback(Visual: Poll Results / Word Cloud)	Activity: Warm-up Chat Waterfall Facilitator says: "In the chat, type ONE word that describes how most people feel when receiving feedback." (Facilitator reads out key themes: Anxiety, Defensive, Confused). Facilitator Says: "Notice how most discomfort comes from ambiguity. Today's tool eliminates that ambiguity."	Type response in chat; participate in group discussion.
15 minutes	Slide 3: The SBI-A Framework(Visual: 4-Step Diagram)	Framework Breakdown: 1. Situation: Anchor to specific time/place. 2. Behavior: Observable action (no assumptions). 3. Impact: Result on team/project. 4. Action: Collaborative next step.	Review framework diagram in Participant Workbook; take notes.

		Facilitator Modeling: Demonstrate a 90-second mock scenario showing "Bad Feedback" vs. "SBI-A Model Feedback".	
20 minutes	Slide 4: Breakout Practice(Visual: Scenario Assignment & Timer)	Activity: Triad Roleplay (Breakout Rooms) Facilitator Says: "I'm sending you into breakout groups of 3 for 15 minutes. You'll rotate roles: Manager, Employee, and Observer." • Manager: Apply SBI-A using Scenario A from your workbook. • Employee: Respond naturally. • Observer: Use the Feedback Checklist to time and score the interaction.	Join breakout room; conduct 3-way roleplay practice using Workbook scenarios.
10 minutes	Slide 5: Debrief & Action Plan(Visual: Key Takeaways & QR Code)	Debrief Discussion: "What was hardest about keeping the conversation focused strictly on observable behavior?" Wrap-up: Direct learners to download the 1-Page Quick Reference Job Aid for their next 1:1	Share reflections in main room; save post-session Job Aid.