

FEEDBACK CONVERSATION CHEATSHEET

Keep this on hand before conducting 1:1 performance syncs.

STEP 1: SITUATION

Anchor in time and place

Example: “In yesterday’s client presentation...”

Example: “During this morning’s team sync...”

STEP 2: BEHAVIOR

Focus strictly on facts — NOT personality or intent

Example: “You spoke over the client twice when they were asking a question.”

NOT: “You were being rude and impatient.”

STEP 3: IMPACT

Explain the result or downstream effect

Example: “It created confusion about who was leading the meeting and paused the demo.”

STEP 4: ACTION

Partner on the solution

Example: “How can we structure the next meeting so everyone has dedicated talking time?”

QUICK PRE-MEETING CHECKLIST

- Is my feedback focused on behavior, not character?
- Am I prepared to listen to their perspective?
- Have I scheduled this at a time that allows for private discussion?

Remember: Describe what happened → explain the impact → invite collaboration on what happens next.

HIGH-IMPACT FEEDBACK WORKBOOK

Participant Name:

Date:

EXERCISE 1: CONVERTING VAGUE FEEDBACK TO SBI-A

Instructions: Rewrite the following vague feedback statements into structured SBI-A (Situation, Behavior, Impact, Action) statements using the prompt details provided.

SCENARIO A: Missed Project Deadlines

Vague Statement: *"You're always late on your deliverables and it's hurting the team."*

Your SBI-A Draft:

• **Situation (When/Where?):**

During yesterday's Q3 sprint review...



• **Behavior (Observable Fact):**

Enter observable behavior...



• **Impact (What happened as a result?):**

Enter impact on team/project...



• **Action (Future focus):**

Enter future focused action step...



BREAKOUT ROLEPLAY SCENARIO: MANAGER CARD

Scenario Overview:

Your direct report, Alex, has submitted two project reports past the agreed deadline this month without notifying you in advance. This forced you to delay your update to executive stakeholders.

Your Task during the 5-minute roleplay:

1. State the situation and observable behavior clearly without accusing.
2. Explain the impact on the executive update.
3. Ask Alex an open-ended question to identify the root cause.
4. Agree on a clear communication step for future deadlines.

High-Impact Feedback Sample Slides

A 4-step practical framework to conduct constructive, objective 1:1 performance syncs.

 Pre-Meeting Preparation

 SBIA Framework

The 4-Step SBIA Framework

Situation

- Anchor in time and place
- Example: In yesterday's client presentation...

Behavior

- Focus strictly on facts
- State observed actions - never judge intent or personality

Impact

- Explain downstream effects
- Outline direct team or business results

Action

- Partner on solutions
- Invite collaboration on constructive next steps

Pre-Sync Checklist & Mindset

✓ **Behavior over Character**

Ensure feedback addresses objective actions, not character traits.

✓ **Prepared to Listen**

Approach the conversation with open curiosity to hear their perspective.

✓ **Private Setting Scheduled**

Provide dedicated space without audience or unnecessary interruptions.



CORE TAKEAWAY

"Describe what happened, explain the impact, and invite collaboration on what happens next."