

Situation-Behavior-Impact (SBI) Feedback Model

Situation: Describe the situation where the observed behavior occurred.

Behavior: Describe the person's behavior – physical, observable action.

Impact: Share with the person the impact of their behavior on you and others present.

Reinforcing Feedback

Situation: Describe the situation where the observed behavior occurred.

“Mack, today, during the meeting we had with the landowners

Behavior: Describe the person's behavior – physical, observable action.

when you stood up and said we were there to help and wanted to hear their thoughts and ideas

Impact: Share with the person the impact of their behavior on you and others present.

I was pleased with your response and how the Service was represented. It shows that we're not there to dictate and the meeting ended well. This is a nice 1st step for us.”

Redirecting Feedback

Situation: Describe the situation where the observed behavior occurred.

“Mack, today, during the meeting we had with the landowners

Behavior: Describe the person's behavior – physical, observable action.

when you stood up and said there was no way in hell the Service would back down from its position and to just accept that fact

Impact: Share with the person the impact of their behavior on you and others present.

I was taken aback and disappointed in your response and how the Service was represented. As you know, the meeting ended because no one else was willing to re-engage in the discussions. This is a serious set-back for us in this endeavor.”