

The S.B.I Feedback Framework

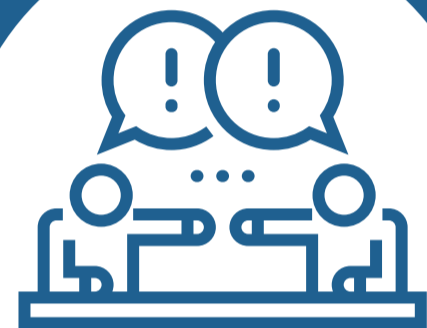
1. Situation

Describe the specific situation in which the behaviour occurred.



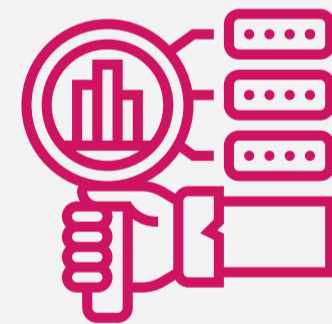
2. Behaviour

Describe the actual observable behaviour.



3. Impact

Describe the results of the behaviour.



S.B.I

1.

“Thank you for handling the upset customer while I was out.”
(situation)

2.

“You calmly listened to his concerns and helped him fill out the forms to solve the problem.” (behaviour)

3.

“He called just now to say how impressed he was with our service & that he’d be happy to recommend us.” (impact)