SBI feedback model

How to help others
to produce
excellent results and professional fulfilment

The manager strives to provide

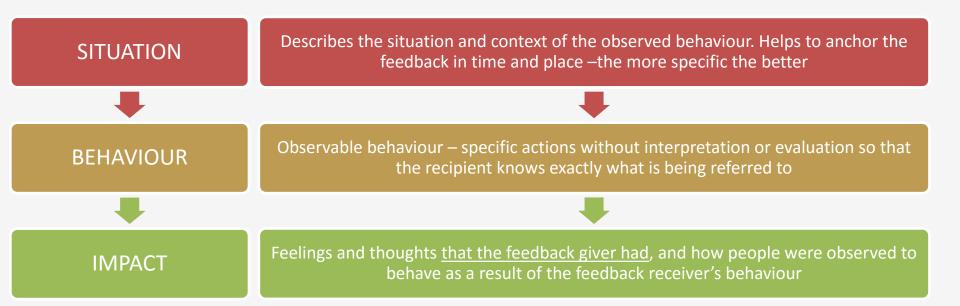
- Support
 - Attention, respect and interest
- Insight: and learning
 - Offer possible interpretations including challenge
- Action: suggestions for improvement
 - Explore possible ways forward

SBI(BI) – performance feedback & coaching

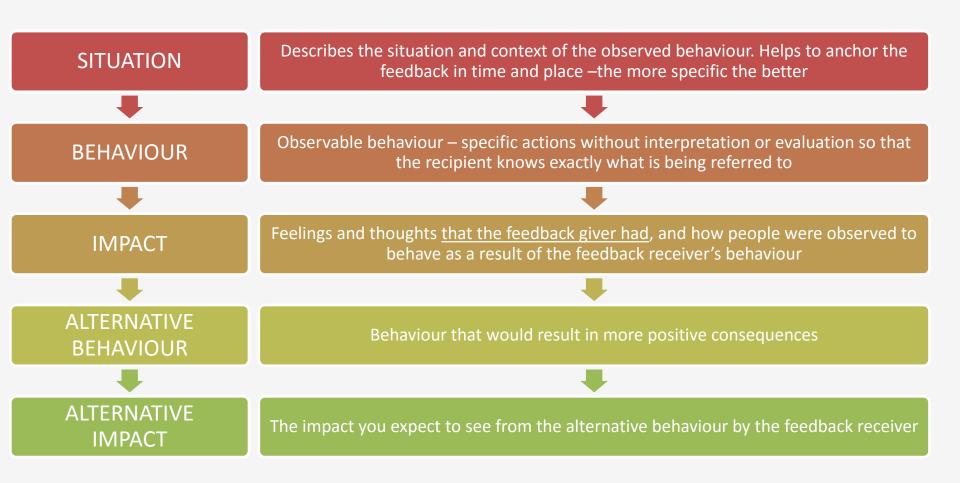
The SBI(BI) model:

- helps the recipient understand clearly what he or she is doing and the impact this is having (insight)
- 2. offers suggestions for the improvement that is needed in terms of behaviour to be begun, continued or stopped (action)
- that are designed to motivate the recipient to change their behaviour (support)

SBI – when things are going well



SBI(BI) – when improvements are needed



Based on the Creative Center for Leadership model www.ccl.org