

SBI Model

Feedback Loop Cheat Sheet

SheLEADS
Accelerator

How to Deliver Powerful, Non-Judgmental Feedback

Purpose: Clarify specific behaviors, promote constructive dialogue, encourage positive change.



Situation

Describe when and where the behavior occurred.

- “During yesterday’s team meeting...”

Behavior

Describe the specific, observable actions.

- “You interrupted the presenter before she finished her point...”

Impact

Describe the effect on you, the team, or the business.

- “This made it harder for the team to hear all perspectives, and the discussion stalled.”

Quick Prompts

- “In [Situation], I noticed you [Behavior]. The impact was [Impact].”
- “When you [Behavior] during [Situation], it [Impact].”

Example Phrases

- “In our client call this morning (Situation), you provided detailed updates without prompting (Behavior). This built client confidence and kept us on track (Impact).”
- “Yesterday, when we reviewed the project plan (Situation), you raised concerns about the timeline (Behavior). This helped us identify risks early (Impact).”

Tips for Success

- Focus on facts, not opinions or assumptions.
- Keep it concise—one Situation/Behavior/Impact per feedback moment.
- Invite the other person to share their perspective.

