

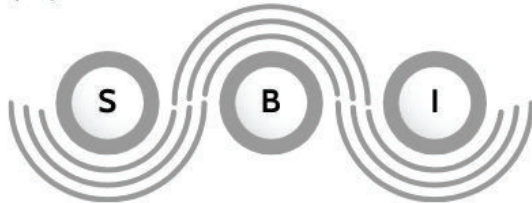
How to Give Feedback That Helps People Grow

4 Frameworks Every Leader Needs to Know

©Noemi Kis

Situation-Behavior-Impact Model (SBI)

Ideal for clarifying how specific behaviors impact project outcomes.



Clarify the setting or circumstances where the observed behavior occurred.

Detail the specific actions or behaviors you observed, focusing on facts.

Explain how these behaviors affected the team, project, or organizational goals.

Example:

"In yesterday's meeting,..."

"...when the interruption happened,..."

"...it slowed our decision-making."

Center for Creative Leadership (CCL)

Appreciation-Issue-Suggestion Model (AIS)

Best for sensitive feedback in one-on-one settings, balancing constructive feedback with recognition.



Appreciation

Highlight a specific strength to engage positively and build trust.

"Love your thorough analysis,



Issue

Identify one key area for improvement, keeping the focus sharp.

"...but let's try submitting earlier..."



Suggestion

Recommend specific actions that directly address the identified issue.

"... to speed up decisions."

Balanced-Objective-Observable-Specific-Timely Model (BOOST)

Effective for ongoing, fact-based feedback in real-time situations.



Balanced: Embrace and highlight diverse perspectives to enrich understanding and solutions.



Objective: Use clear, verified facts as the foundation for constructive feedback, ensuring fairness and clarity.



Observable: Reference specific actions seen or recorded, ensuring discussions are grounded in reality.



Specific: Offer clear, actionable insights tailored to encourage growth and improvement.



Timely: Provide feedback soon after events to keep it relevant and actionable, facilitating immediate progress.



Example: "Great presentation, though it overran. Let's aim to keep it within the time limit next time."

Goal-Reality-Options-Will Model (GROW)

Suitable for coaching and personal development discussions.



G **GOAL:** Discuss specific goals for the feedback session to guide the conversation.

R **REALITY:** Review the actual versus expected outcomes, providing a reality check.

O **OPTIONS:** Discuss various strategies to achieve goals, encouraging innovative thinking.

W **WILL:** Set a commitment to specific next steps, ensuring accountability and follow-through.

Example: "You're eager to lead. Let's arrange for you to shadow a leader on our next project."

Credit to Max Landsberg & John Whitmore

Want a high-res PDF of this? Follow ✨Noemi Kis & try my FREE newsletter.

