

The Standard-Behavior-Impact model yields strong results

Used when an in-depth feedback message about someone's behavior is needed.

Standard – Clearly state the standard of behavior in this situation. Clarify your expectations.

Behavior – Identify the behavior or behaviors you've observed, as objectively and specifically as possible.

Impact – Offer the potential and/or actual impact of the behaviors – on you and on the business.

SBI Exercise

Standard	
Behavior, Skill, or Process	
Impact (possible or actual)	