HEALTHY COMMUNICATION

FEEDBACK FOUNDATIONS

1. Use **SBI** when giving feedback
2. Use **TIR** when receiving feedback

FEEDBACK TIPS

3. Be timely when giving feedback
4. Challenge your assumptions and beliefs
5. Pay attention to nonverbal communication
6. Be truthful *and* tactful
7. Listen to understand

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Opening Activity

"You and I (Tim) were in a meeting and every time (it seemed) you were in the middle of speaking, I would interrupt. You would stop talking and wait to finish your sentence or thought, but it kept happening. You eventually shut down and never finished contributing your ideas. You couldn't concentrate on the rest of the meeting and sat in your chair feeling very frustrated with me."

In 1 to 3 sentences, write down the feedback statement that you would provide to Tim.

Notes

Feedback that works

2000, Weitzel
Buy on Amazon

Giving feedback

S **SITUATION** - Describe the situation. Be specific about ***when*** and ***where*** it occurred.

B **BEHAVIOUR** - Describe the ***observable behaviour***. Don't assume you know what the other person was thinking.

I **IMPACT** - Describe the ***impact on you***; what ***you*** felt or thought in reaction to the behaviour.

Receiving feedback

T **THANK** - Thank your co-worker for the gift of feedback.

I **INVESTIGATE** - Investigate and ask questions to learn as much as you can from the situation.

R **REPEAT** - Repeat what you have heard, and (if appropriate) what you plan to do about it.

Notes

SBI

Example 1: Situation

These miners are not wearing the appropriate personal safety equipment - they say it is uncomfortable.

What feedback could you share, using the SBI model?

SBI

Example 2: Situation

These two men worked together to solve a problem with the compressor. The man on the left initiated this collaborative problem solving which saved the shift 4 hours of potential rework and overtime.

What feedback could you share, using the SBI model?

History lesson

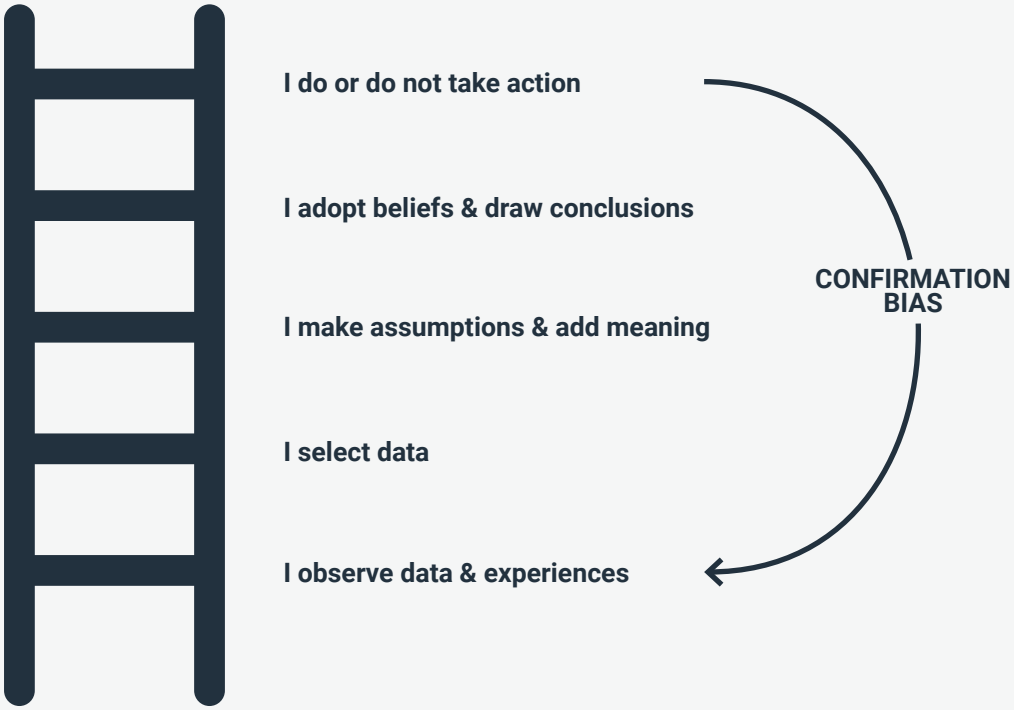
Write down your answers to each question.
You will have approximately 30 seconds per question.
Be as specific as possible.

Activity one:

Activity two:

The “Ladder of Inference”

Chris Argyris, 1970



Notes

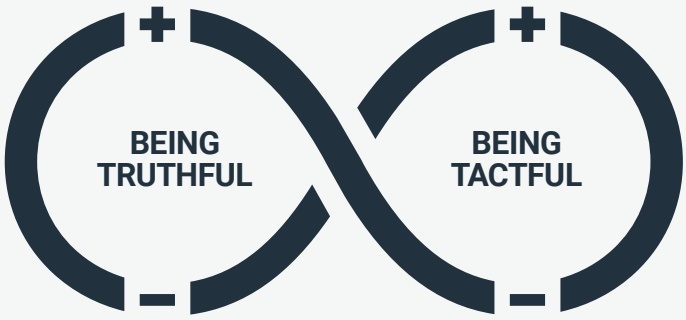
Be aware of your non-verbal communication

“I didn’t say your puppy was ugly.”

What you do can communicate more than what you say. Research says that words might only communicate 7% of your message; 38% of a message is conveyed non-verbally. This is why you shouldn’t give feedback through email!

Notes

Be truthful *and* tactful



When it comes to balancing being truthful and tactful, nearly everyone has a bias towards one side or the other.

How can you identify your bias and how you can expand that point of view?

Notes

Listen to understand

> *Most people don't listen with the intent to **understand**, they listen with the intent to **reply**.*
>
> - Stephen Covey

How can you be fully present and listen when you're having a conversation – not focusing on your reply? Everyone wants to be seen, heard, and understood.

The person you're having a conversation with might not always need to get their way if they truly believe their point of view was considered.

Notes

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NEXT STEPS

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Give your team the core skills required for success.

Leaders for Leaders' live & virtual workshops provide you with the skills and confidence needed to thrive in the workplace.

BOOK A WORKSHOP

Help your leaders navigate conflicting points of view.

Tim Arnold helps you understand the chronic issues that hold back leadership and teamwork, so you can thrive.

BOOK A KEYNOTE

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