

HOW TO GIVE AND RECEIVE FEEDBACK

Simple frameworks to share feedback clearly and receive it openly

Good feedback begins with consent: ask if it's the right time and ok to give feedback.
Keep language factual, avoid judgment, and frame feedback around improvement and collaboration.

SBI MODEL

Highly actionable and straightforward.
Good for performance improvement.

S Situation: Explain the situation.
Example: During yesterday's team meeting

B Behaviour: Describe the behaviour.
Example: I noticed you interrupted a few times

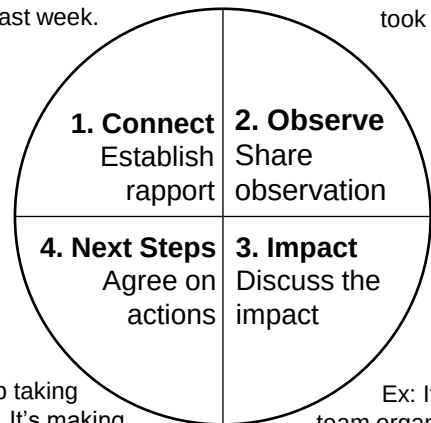
I Impact: Share the impact.
Example: It felt like your teammates were overpowered.

COIN MODEL

Emphasizes relationship-building
alongside feedback.

Ex: Great work on the project last week.

Ex: I noticed you took the lead.



Ex: Keep taking initiative. It's making a difference.

Ex: It kept the team organized and we hit the deadline.

GROW MODEL

Consultative approach that
gives feedback with coaching.

G Goal: Define the objective.
Example: Our goal is to increase team output by 10% this quarter.

R Reality: Asses the situation.
Example: We're currently at a 10% increase and need to improve. Ideas what can we do?

O Options: Explore various options
Example: We could have each person do a time audit or hold more training sessions.

W Way Forward: Decide on next steps
Example: Let's start with a time audit and see where we're at in two weeks.

CEDAR MODEL

Comprehensive deep-dive
useful for complex issues.

Context: Where and when the behaviour occurred
Example: While working on the marketing campaign.

Examples: Specific instances of what happened
Example: I noticed two deadlines were missed.

Diagnosis: Your interpretation of the situation
Example: This created some delays in our launch plan. Is it a prioritisation problem?

Action: What needs to change
Example: I believe, it would help to prioritise tasks differently going forward.

Review: How you will follow up
Example: Let's review progress together in two weeks. What do you think?