

SITUATION BEHAVIOR IMPACT WORKSHEET

Purpose: Provide structured feedback based on specific behaviors.

1. **Describe the Situation (Context).** Be specific. The goal is to be clear about the time, place, and circumstances.
2. **What behavior did you observe?** Keep it simple and descriptive. Avoid judgment.
3. **What was the impact of that behavior?** Impact on you, on others, and on the result of the project, team, or organization.

Situation	Behavior (-s)	Impact (-s)



HOW TO USE (PRO TIPS)

Precision in Preparation:

- Before giving feedback, write down the specific situation, the observable behavior, and its impact. The more detailed, the better.
- Avoid vague terms—include dates, times, and specific actions to anchor your feedback in reality.

Neutral and Constructive Tone:

- Frame the behavior without assigning blame. Use “I” statements to express the impact (e.g., “I felt distracted when...” rather than “You always interrupt...”).
- Practice active listening during feedback sessions to ensure the other party feels heard, which can reduce defensiveness.

Follow-Up:

- Schedule a follow-up conversation to review progress after the feedback is given.
- Encourage a two-way dialogue—ask the recipient for their perspective on what might help improve the situation.

Contextual Awareness:

- Ensure the feedback is timely—provide it soon after the observed behavior while the context is still fresh.
 - Use SBI both for constructive criticism and positive reinforcement, highlighting what behaviors to continue.
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QUESTIONS TO REFLECT ON

Deep Causal Analysis:

- Beyond the immediate behavior observed, what underlying attitudes or systemic issues might be influencing the situation?
- How can you distinguish between one-off incidents and recurring patterns when describing the impact?

Empathy and Objectivity:

- How do you ensure your feedback focuses on observable facts rather than assumptions about intent?
- What questions can you ask to invite the other person's perspective on how their behavior affected you and the team?

Actionable Insights:

- What concrete actions or changes can be derived from your assessment of the situation, behavior, and impact?
 - How can you design a follow-up plan that not only addresses the immediate conflict but also builds a stronger, more collaborative environment?
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