



## Never Fail Recipe for Positive Feedback That Boosts Engagement

<b>Background</b>	<p>John Gottman has done some fascinating research on important close relationships, and can predict, after watching only a few minutes of video footage, which couples are more likely to stay together. The ones that do, give each other 100 words a day of specific positive feedback. That’s only 30 seconds or so of talking. Thinking about work, wouldn’t it be nice to give sincere praise to others so that important clients and colleagues stick around? Here’s our never fail recipe for giving good feedback. It works because it focuses on the behaviours exhibited by the other person, so overly modest people can’t deny their own fabulousness, and people you want to encourage will know which behaviours work. Go forth, give praise, and connect!</p>
<b>Purpose</b>	<p>To praise the positive effects of specific repeatable behaviours</p>
<b>Name</b>	<p><b>Positive feedback model</b> - The SBI model – Situation – Behaviour – Impact</p>
<b>Time required</b>	<p>5 minutes to prepare 2 minutes to deliver!</p>
<b>Number of people</b>	<p>The Manager and a person to praise for a job well done</p>
<b>Materials required</b>	<ul style="list-style-type: none"> <li>• Pen and paper to prepare feedback before delivery</li> </ul>
<b>Method</b>	<ol style="list-style-type: none"> <li>1. Think of a person who has done a good job in the last seven days, and whom you would like to praise so they repeat those behaviours.</li> <li>2. Write down three sentences of feedback under the following headings:             <ol style="list-style-type: none"> <li>a. The Situation was.....</li> <li>b. I observed this [Behaviour] .....</li> <li>c. The Impact [on me, the team, or others] was.....</li> </ol> </li> </ol> <p>Example: A team member has offered their skills and you would like to see them do more of that. You craft the feedback like this: <i>“The situation was we were all working to the really tight deadline for that report. You came up to me and offered to proof read the sections as they became available. The impact of that was that we were able to construct an accurate report, and deliver on time. Thank you”.</i> Note: the crucial bit to get right is their behaviours you observed – they have to be concrete behaviours which they</p>

can agree they actually did as a matter of fact.

3. Find the person to deliver the feedback:

a. Go up to their desk, and say the three sentences to them.

b. Notice their reaction (permitted responses are 'Thank you'.  
Smiling and laughing is OK too)

Alternative:

Send them the feedback in an email or text. Or drop them a card.

