

S

Situation

Describe the situation. Be specific about when and where it occurred.

B

Behavior

Describe the observable behavior. Don't assume you know what the other person was thinking.

I

Impact

Describe what you thought or felt in reaction to the behavior.

HOW TO RECEIVE: **FEDBACK**

LISTEN: *listen and then ask questions.*

MANAGE: *be in charge of your reactions*

CLARITY: *make sure you understand before responding.*

FOCUS: *focus on making things better in the future.*

GRATITUDE: *be grateful someone cares about you.*

APOLOGIZE: *if necessary say sorry*
