

# HOW TO GIVE FEEDBACK

## Steal this Ultimate Cheat Sheet for Leaders

Giving feedback is an essential skill to learn. It builds trust. It helps teams grow. It shows what's working and what's not. Good feedback can boost your team's performance and job satisfaction.

### 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 made your teammates feel unheard.

### COIN MODEL

Emphasizes relationship-building alongside feedback.

**Ex:** Great work on the project last week.



**Ex:** I noticed you took the lead without being asked.

**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.

<b>G</b>	<b>R</b>	<b>O</b>	<b>W</b>
<b>Goal</b> Define the objective	<b>Reality</b> Assess the situation	<b>Options</b> Explore various options	<b>Way Forward</b> Decide on next steps
<b>Ex:</b> Our goal is to increase team output by 10% this quarter.	<b>Ex:</b> We're currently at a 10% increase and need to improve. What can we do?	<b>Ex:</b> We could have each person do a time audit or hold more training sessions.	<b>Ex:</b> 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.  
**Ex:** While working on the marketing campaign.
-  **Examples** — Specific instances of what happened.  
**Ex:** I saw you missed two important deadlines.
-  **Diagnosis** — Your interpretation of the situation.  
**Ex:** It resulted in our launch being delayed.
-  **Action** — What needs to change.  
**Ex:** I want you to prioritise your tasks better.
-  **Review** — How you will follow up.  
**Ex:** We'll assess your progress in two weeks.

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