

Four Means of Giving Feedback

Feedback is not just a lever for improving performance—it's a vital component for building a workplace where everyone feels they truly belong. Effective feedback models do more than correct behaviors; they affirm individual worth and promote inclusivity. This month, take the initiative to enhance your feedback processes by integrating the SBI, COIN, GROW, and CEDAR models into your leadership practice. Start by selecting one model that resonates with you and commit to applying it in your next feedback session. Lead to making our workplaces a beacon of belonging, one feedback session at a time.

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

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



GROW MODEL

Consultative approach that gives feedback with coaching.

G	R	O	W
Goal Define the objective	Reality Assess the situation	Options Explore various options	Way Forward Decide on next steps
Ex: Our goal is to increase team output by 10% this quarter.	Ex: We're currently at a 10% increase and need to improve. What can we do?	Ex: We could have each person do a time audit or hold more training sessions.	Ex: 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.

Click here to learn how each model contributes to affirming individual worth and promoting inclusivity from a different perspective.

SBI Model: What, Why, and How

- **What:** The Situation-Behavior-Impact (SBI) Model provides feedback by clearly articulating the specific situation, the observed behavior, and the impact of that behavior.
- **Why:** It fosters a sense of belonging by demonstrating how each person's actions directly influence the team, showing that every member is a key part of the collective.

- How: Use the SBI model to address behaviors immediately after they occur, ensuring feedback is relevant and personalized, thus making the individual feel seen and valued.

COIN Model: What, Why, and How

- What: The COIN Model stands for Connection, Observation, Impact, and Next Steps, and is designed to build rapport before moving into feedback.
- Why: This model nurtures belonging by first establishing a personal connection, which sets a foundation of trust and mutual respect.
- How: Begin feedback sessions with a positive note or shared experience to connect, then discuss specific observations and their impacts, ending with a collaborative plan for improvement.

GROW Model: What, Why, and How

- What: The GROW Model is a coaching framework that stands for Goal, Reality, Options, and Will (or Way Forward), guiding individuals through setting goals and exploring options for growth.
- Why: It promotes a sense of belonging by empowering individuals to take charge of their development, tying their personal goals to the team's objectives.
- How: Engage team members in a structured conversation to identify their professional aspirations, assess current realities, explore possible actions, and commit to a way forward.

CEDAR Model: What, Why, and How

- What: The CEDAR Model encompasses Context, Examples, Diagnosis, Actions, and Review, providing a detailed feedback mechanism.
- Why: It reinforces belonging by ensuring that individual experiences are thoroughly understood and considered, validating each team member's role.
- How: Provide feedback by carefully explaining the context, giving specific examples, sharing a diagnosis, proposing actions, and scheduling follow-ups to review progress.