HR in Half an Hour

The Art of Feedback

Learn about feedback conversations that actually improve performance

Quick Poll:

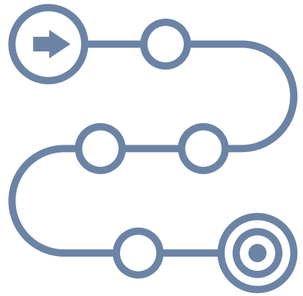
How many of your team members seem energized after feedback conversations?

14% of employees feel inspired to improve after performance reviews.

Can your workforce afford that?

Source: Gallup 2022 - Re-Engineering Performance Management

Today’s Journey…



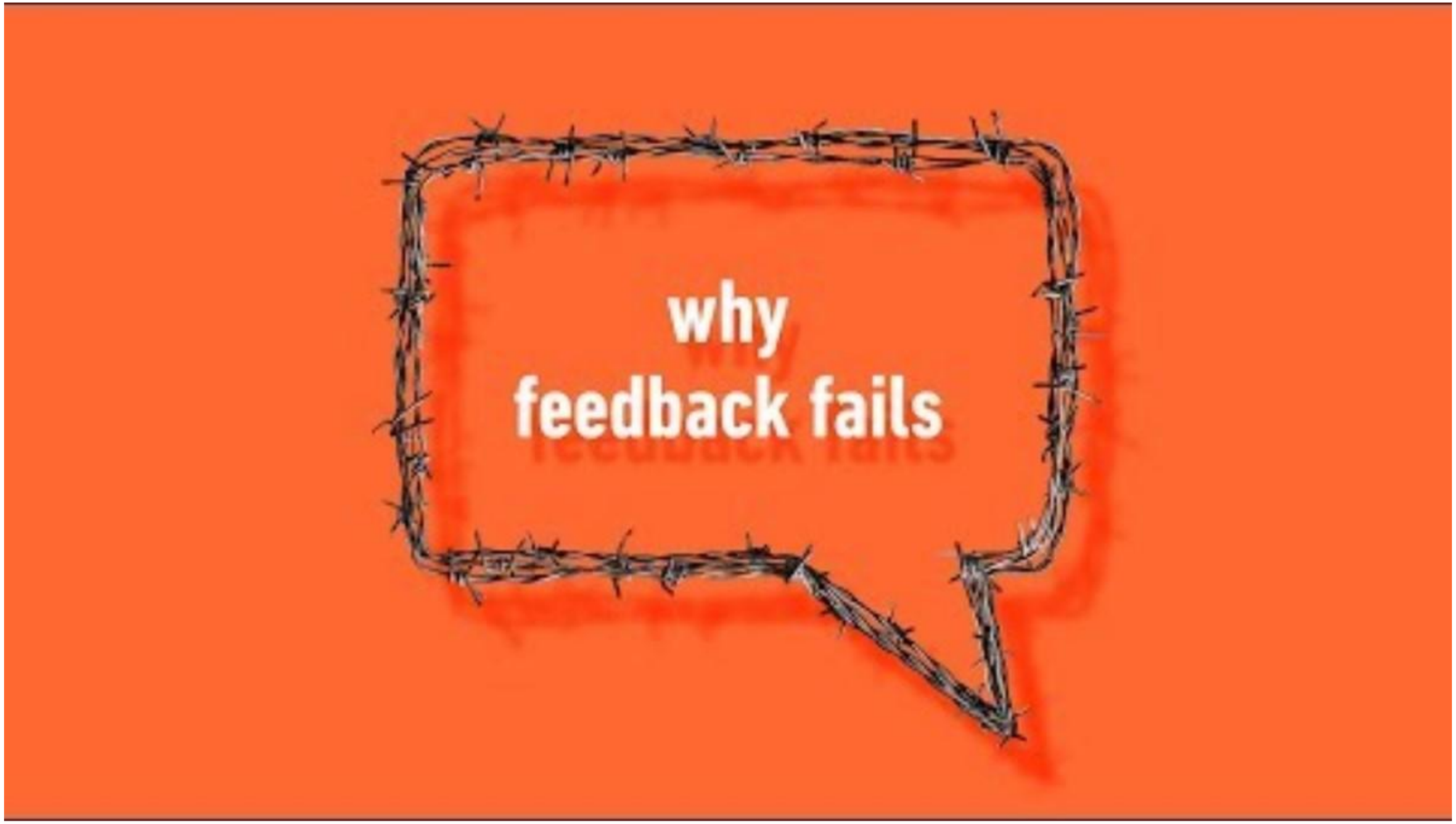
Why traditional feedback fails (the science)

What actually drives performance

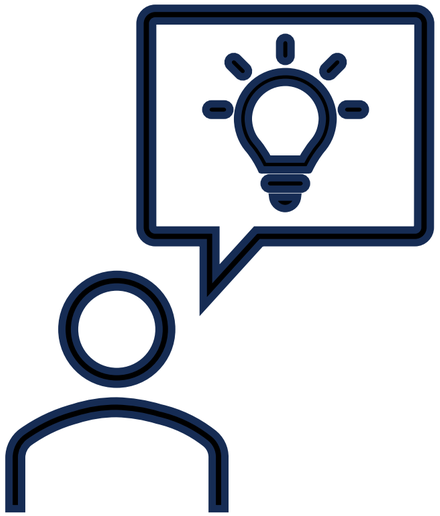
A tool you’ll use Monday, next week

The Feedback Fallacy

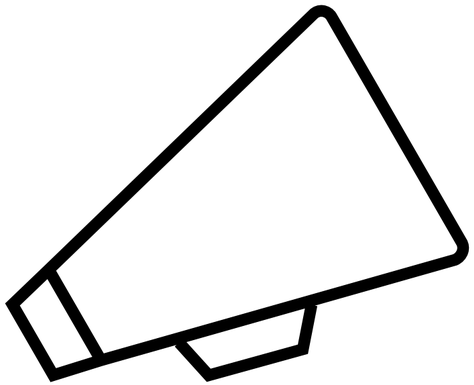
What if what we've been taught about feedback is wrong?

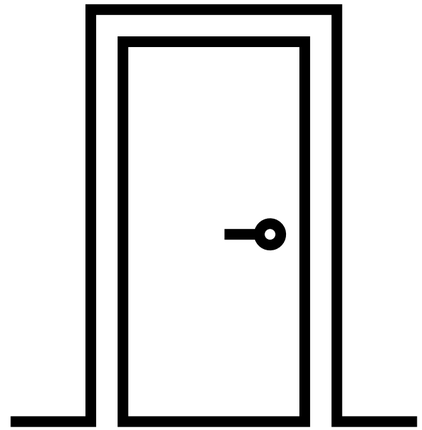


Your Reaction



- What surprised you?
- What challenged your thinking on feedback?





CRITICAL FEEDBACK

STRESS RESPONSE

DEFENSIVENESS

Feedback Obstacles

- Generational Divide
- Remote/Hybrid communication gaps
- Competing for talent
- Speed for business change in 2025

80% of workers would rather have a manager who helped them find meaning in their work than a 20% increase in pay

Source: HBR 2018 – Shawn Achor, Andrew Reece, Gabriella Rosen Kellerman and Alexi Robichaux

Solution: Strengths-based SBI

Situation > Behavior > Impact

The SBI Framework

S — Situation *(When and Where)*

B — Behavior *(What you observed)*

I — Impact *(The result)*

Strengths lens: *What's working and how to get more*

Example...

In yesterday's meeting, I noticed you asked more clarifying questions before delivering our solution. I saw the client a bit more receptive to our offer, and they even said they appreciated being heard.

The SBI Framework

S *When did it happen?*

B *What did they do?*

I *What was the positive outcome?*

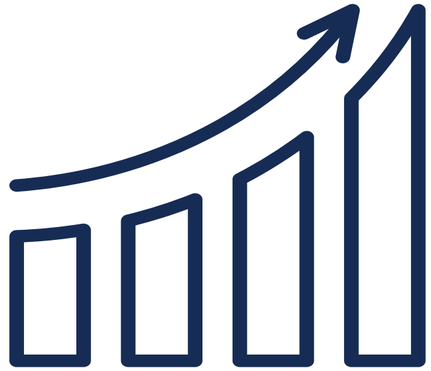
What strength or skill have you identified?

SBI Download

Challenge: Will you commit?

Scheduling improves the chances of completing by

50%



The Monday Promise

- Choose just one team member
- Identify a recent strength (within the last week max)
- Deliver SBI Feedback
- Schedule it in your calendar

EMERGE

EMPOWER THE PEOPLE WHO POWER YOUR BUSINESS

Ready for your leaders to learn skills like this? Let us train them for you.

The Emerge Leadership Program Cohort starts in September 2025.

Want to Learn More?

Questions & Answers

Thank You

This webinar will be sent to registrants and available to replay on our website

Stay tuned for future webinars in this series

Morris & Garritano