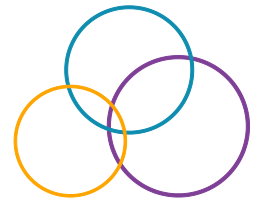


# The Feedback Framework: Precision Communication for Managers



Feedback is the most powerful tool a manager has to align performance with organizational goals. This guide moves away from the "compliment sandwich" and focuses on a clear, actionable model for growth. serves as a development opportunity for your team.

## How to use this guide:

- **Immediacy:** Deliver feedback as close to the event as possible.
- **Privacy:** Praise in public; provide corrective feedback in private.
- **Dialogue:** Ensure feedback is a two-way conversation, not a lecture.

## The SBI Model for Effective Feedback

To ensure feedback is objective and actionable, follow the Situation-Behavior-Impact structure:

1. **Situation:** Define the "where" and "when."
  - o Example: "During this morning's client presentation..."
2. **Behavior:** Describe the specific, observable action (not the person's character).
  - o Example: "...you answered the technical questions without waiting for the lead engineer to finish their data points..."
3. **Impact:** Explain how that behavior affected the team, project, or client.
  - o Example: "...this caused confusion for the client regarding our final technical recommendations."

## The Feedback Loop (Manager's Checklist)

- Did I ask for the employee's perspective on the situation?
- Is the feedback focused on a behavior that can actually be changed?
- Have we agreed on a specific "next time" action?
- Did I ask: "What can I do to help you implement this change?"

## Stop Guessing, Start Growing.



High-performance teams aren't built on silence—they are built on clear, actionable communication. At PPR, we help leadership teams master the art of the feedback loop to drive measurable results and employee satisfaction.

**Want to transform your team's communication culture? Book a Culture Strategy Session with PPR.**



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