



# SBI + Feedforward

## CONVERSATION WORKSHEET

Prepare one conversation. Write short notes, then speak naturally.

Person \_\_\_\_\_ Date \_\_\_\_\_

### 01 Situation

When and where did it happen?

*During [specific event, meeting, review or incident]...*

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### 02 Behaviour

What did you see or hear? Describe an action, not a trait.

*I saw or heard you [observable action]...*

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### 03 Impact

What changed? Separate observed effects from assumptions.

*This resulted in [effect on the work, team, customer or me]...*

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### 04 Feedforward

What could they repeat or do differently at the next opportunity?

*Next time, [specific future behaviour]. What would you suggest?*

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## The other person's perspective

After the impact, pause: "What did you see differently? What was your intention?"

Listen, then agree on a practical next step and when to follow up.

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### Before you talk

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|-------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> One specific situation       | <input type="checkbox"/> Observable behaviour           |
| <input type="checkbox"/> Impact supported by evidence | <input type="checkbox"/> Next step within their control |
| <input type="checkbox"/> Clear request or expectation | <input type="checkbox"/> Room for missing context       |