

# FEEDBACK FOR GROWTH

Feedback is how we lead, not how we judge.

## Feedback Defined

Information about a person's actions, behaviors, or performance which is used as a basis for improvement.

## Pillars of Feedback

- Sharing perspective respectfully
- Actively listening to understand
- Staying open-minded and curious
- Focusing on solutions, no blame

**Questions are not defensiveness.**

## Tips for Giving Feedback

- Be timely – address things close to when they happen.
- Be kind – choose words that help, not hurt.
- Be specific – focus on actions, not assumptions.
- Balance positive and constructive feedback.

## Documentation

- Send a quick, factual email after any feedback or coaching session:
- Record date, topic, and main points discussed.
- Avoid emotional or subjective language. Stick to facts.
- Use these emails for follow-up conversations and formal reviews.
- Documentation shows accountability and supports fairness.

## The SBI Model

A simple, practical way to give feedback that's clear and kind:

- S** – Situation: When and where it happened
- B** – Behavior: What you observed
- I** – Impact: How it affected others or the work

**Positive Example:** “During the evening shift (S), I noticed you stayed calm and organized during a tough med pass (B), which helped the rest of the team stay focused (I).”

**Constructive Example:** “Yesterday at shift report (S), I noticed the handoff went quickly and a few details were missed (B), which made the next round harder to start smoothly (I). Let's take an extra minute next time to be sure everything's covered.”

## Tips for Receiving Feedback

- Listen before responding.
- Reflect on what's useful.
- Apply what helps you grow.
- Acknowledge impact, even when intent is different

## Recap Email Structure:

- Thank them for taking the time to speak with you
- Present the concern (purpose of the conversation)
- Their perspective
- Re-affirm expectations
- Include a closing like such as “If I've missed anything from our conversation or you need any support/clarity, please don't hesitate to reach out. Your success is important to us.”