

# FEEDBACK FOR GROWTH

## Cultivating a Culture of Feedback

### Feedback Defined

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

### Pillars of Feedback

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

**Feedback is information, not identity; it fosters trust, better teamwork, and greater success.**

### 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.

### 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