



SBI Feedback Script Cards

Situation → Behavior → Impact. Ready-to-use phrases for praising good work and correcting mistakes in the moment, without sounding harsh or vague.

HOW TO USE THIS: Print, cut along the dashed lines, and keep these in your pocket or clipped to your badge. Fill in the brackets with real specifics in the moment.

Praise in the Moment

Situation: During [situation]...

Behavior: ...I noticed you [specific action]...

Impact: ...which meant [positive outcome]. That's exactly the instinct I want you to trust.

Correcting a Small Mistake

Situation: When [situation happened]...

Behavior: ...you [specific action]...

Impact: ...here's what could happen if that continues: [impact]. Next time, try [alternative].

Stopping Unsafe Practice

Situation: "I need to stop you for a second."

Behavior: What you were about to do — [action] — isn't safe because [reason].

Impact: Let's walk through the safe way together right now: [correct action].

Checking In on Delegation

Situation: "Before you go in there..."

Behavior: ...tell me what you're planning to do and what you'd watch for.

Impact: I'll be right outside — call me if [trigger], otherwise I trust you to lead.

End-of-Shift Wrap-Up

Situation: "Looking back at today..."

Behavior: ...here's one thing you did well: [specific behavior].

Impact: And here's one thing to focus on tomorrow: [growth area]. Overall, [summary].

Blank — Write Your Own

Situation: _____

Behavior: _____

Impact: _____