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Inspiring Performance

isg

Title	Giving Behavioural Feedback	Managing performance also means managing behaviours. This can be difficult as it can feel very personal. The session opens up the challenge, and gives models and methods to do it well
Intro	Why is this skill element important?	This skill area is often underdeveloped in managers. If behaviours are not addressed, they can have significant impacts on the team and on performance
	Learning outcomes	• Get to grips with the ground rules for holding courageous conversations • Provide and receive feedback with openness, fairness and integrity
	Content agenda	The mindset for feedback that holds the expectations of the organisation while recognising the needs of the individual Why it is needed and why it is difficult. How to give behavioural feedback, using the SBI model
Body	Understanding the challenge/issue	Delivered well, behavioural feedback contributes to a high-quality and supportive working relationship. Delivered badly, behavioural feedback can make the situation worse
	Insight	The SBI model for behavioural feedback
	Experience	Explanation of the SBI model, and exploration of the model through scenarios
	Apply & reflect	All participants write a piece of feedback using the SBI model, and coach each other to test effectiveness and impact.
Wrap	Next steps/transfer	Discussion about how to start and end a conversation that contains a piece of SBI feedback. If they have a current situation, plan a piece of feedback to their team members