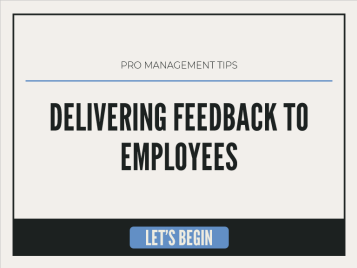
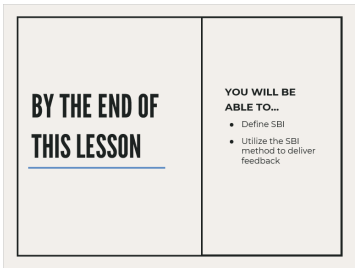
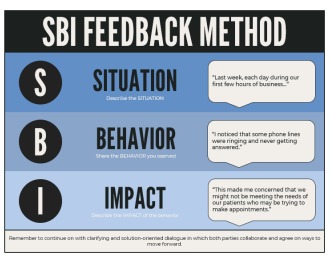
Storyboard

SBI Feedback Instructional Video

Visuals	Narration
Slide 1 - Title Slide  Let's Begin text box is animated See transitions in PowerPoint slide deck	***Welcome to this Pro Management Tips video series. In this video, you will learn about Delivering Feedback to Employees. Let's Begin!***
Slide 2 	***Today, you will learn about the SBI Method for delivering feedback in action.***
Slide 3	***By the end of this lesson, you will be able to define SBI and utilize the SBI method to deliver feedback to your employees. Now, you're probably wondering what SBI stands for. Let's find out!***

 2 bullet points are animated	
Slide 4 Each key word is animated, followed y the explanation below the title. See slide deck for clarification	***So, What is SBI? SBI stands for Situation, Behavior, Impact, and it's a way to give direct, actionable feedback to your employees. But, let's break it down even further.***
Slide 5 Arrows are animated. Each step is animated. See slide deck for clarification.	***There are 3 Steps to the SBI method.*** S: ***When speaking with your employee or employees, you'll want to begin by describing the situation - tell what event, date, or timeframe you are referencing.*** B: ***Next, share the behavior that you observed - be sure to be specific and non-judgemental.*** I: ***Finally, Describe the impact of the behavior - either on you or on the business.***

	From there, you can discuss and further clarify the feedback and begin to work toward finding a solution.
Slide 6 Speech bubbles are layered and animated to go along with each step. See slide deck for clarification.	***Let's take a look at a possible workplace scenario.*** ***In this business, the manager noticed that some incoming phone calls are going unanswered.*** ***Here's how the manager might use the SBI method:*** (New narrator/voice) ***Last week, each day during our first few hours of business…*** ***I noticed that some phone lines were ringing and never getting answered.*** ***This made me concerned that we might not be meeting the needs of our patients who may be trying to make appointments.*** ***You can imagine that the conversation may continue into a discussion of why calls may be going unanswered when the office is busy. Maybe this office is short staffed. Maybe some instruction on using a multi-line phone system is needed. Whatever the case may be, SBI really opens the door to working towards a solution.***
Slide 7	***So, let's recap:*** ***To use the SBI method for delivering feedback to your employees, begin by describing the situation, then share the behavior you noticed, and finally share***

 Each step is animated. See slide deck for clarification.	***the impacts of that behavior. Remember to continue this conversation so that you and your employee can agree on ways to move forward and arrive at a solution.***
Slide 8 Link png to job aid image in video (if possible) Download text box and arrows are animated, followed by the job aid image. See slide deck for clarification.	***Well, you have now completed this video lesson on the SBI method for delivering feedback to employees. Be sure to download your job aid to refer to as a quick on-the-spot reference the next time you need to give your employees feedback.***