	Navigation Info
	Click the BEGIN button to start the course
	Visual Info/Media
	Google Slides housed slide template
	See template for colors & fonts
	Fonts: League Gothic Montserrat
	Voiceover needed

Narration

"This is a Pro Management Course on Delivering Feedback to Employees. Click the BEGIN button to start the course."

	Navigation Info
	Click BLUE ARROW to advance to the next slide
	Visual Info/Media
	Stock photo of 2 business people talking
	Voiceover needed

Narration

"In Lesson 1, you will learn about Feedback in Action. Click the blue arrow to continue."

	Navigation Info
	Click BLUE ARROW to advance to the next slide
	Visual Info/Media
	Voiceover needed

Narration

"By the end of this lesson, you will be able to define SBI and utilize the SBI method to deliver feedback to your employees. You're probably wondering what SBI stands for. Click to blue arrow to find out!"

Navigation Info

Click BLUE ARROW to advance to the next slide

Visual Info/Media

Text animation - have terms appear as they are being spoken. Subtext under title should appear after the 3 terms appear.

Voiceover needed

Narration

"So, What is SBI? SBI stands for Situation, Behavior, Impact, and it's a way to give direct, actionable feedback."

3 STEPS OF SBI

Click to learn about each step

S — Describe the SITUATION

B — Share the BEHAVIOR you observed

I — Describe the IMPACT of the behavior

Visual Info/Media

Voiceover needed

Narration
"Now that you know what SBI stands for, let's learn about the 3 steps of SBI. Click each letter to learn about each step."

Trigger Narration:
S="When speaking with your employee, begin by describing the situation - tell what event you are referencing (for example - in yesterday's staff meeting…."
B="Next, share the behavior that you observed - be sure to be specific and non-judgemental (for example - I noticed you kept looking at your phone)
I="Finally, Describe the Impact of the behavior - either on you or the business. (for example - this made me wonder if you were bored or if you had something urgent you needed to attend to.)
From there, you can discuss and further clarify the feedback and begin to work toward finding a solution. With this example, maybe you'd learn that your employee had a sick family member and they were receiving an important update about their condition, or maybe you'll learn that your employee was bored because you had already covered this topic with your employee in a recent meeting. Now you can move forward with a better understanding of the situation. You could ask your employee to give you a heads up if they ever have an urgent family matter they may need to attend to or you could survey your employees to make sure your staff meeting content is relevant and necessary. Alternatively, if your employee is simply distracted by social media, you may choose to ask employees to leave their phones face down during meetings to limit distractions.

LEARNING CHECKPOINT

Choose your answer, then click the SUBMIT button to check your response.

QUESTION 1 - What does SBI stand for?

- System, Behavior, Instruction
- System, Behavior, Impact
- Situation, Behavior, Impact
- Situation, Business, Impact

SUBMIT

THAT'S CORRECT!

SBI stands for
Situation, Behavior, Impact.

THAT'S INCORRECT.

You are close, but one of the words in your selected answer is not a part of SBI.

Return to the lesson to review the meaning of SBI or click the blue button to try again.

REVIEW   TRY AGAIN

Navigation Info

Create a multiple choice interactive

Click the SUBMIT button to check response.

SUBMIT button branches to correct or incorrect slide. See templates.

Visual Info/Media

Voiceover needed

Correct Answer: Choice 3

Correct Response branching - see templates

Narration

"Take a minute to check your knowledge of SBI with this learning checkpoint. Once you've chosen your answer, click the blue submit button to check your response."

	Navigation Info

THAT'S CORRECT!

SBI stands for
Situation, Behavior, Impact.

Visual Info/Media

Voiceover needed

Narration

"That's correct! SBI stands for Situation, Behavior, Impact. Click the blue arrow to continue."

THAT'S INCORRECT.

You are close, but one of the words in your selected answer is not a part of SBI.

Return to the lesson to review the meaning of SBI or click the blue button to try again.

REVIEW   TRY AGAIN

Navigation Info

Click REVIEW button to return to slide 4.

Click TRY AGAIN button to return to question on slide 6.

Visual Info/Media

Voiceover needed

Narration

"That's incorrect. You are so close, but one of the words in your selected answer is not a part of SBI. Click the black review button to return to the lesson to review the meaning of SBI. Or, click the blue try again button if you are ready to choose a different answer."

LEARNING CHECKPOINT

Choose your answer, then click the SUBMIT button to check your response.

QUESTION 2 - What is SBI?

- A method for giving feedback to your employees
- A way to deliver direct, actionable feedback
- A 3-step system for delivering feedback
- All of the above

SUBMIT

THAT'S CORRECT!

SBI is a 3-step method for delivering direct, actionable feedback to your employees.

THAT'S INCORRECT.

Your selected response is true of SBI, but it is not the only true statement listed.

Return to the lesson to review the meaning of SBI or click the blue button to try again.

REVIEW   **TRY AGAIN**

Navigation Info

Create a multiple choice interactive

Click the SUBMIT button to check response.

SUBMIT button branches to correct or incorrect slide. See templates.

Visual Info/Media

Voiceover needed

Correct Answer: Choice 4

Correct Response branching - see templates

Narration

"Here's another checkpoint to assess your knowledge of SBI. Once you've chosen your answer, click the blue submit button to check your response."

	Navigation Info
	Click the BLUE ARROW to advance to slide 12.
	Visual Info/Media
	Voiceover needed

Narration

"That's correct! SBI is a 3-step method for delivering direct, actionable feedback to your employees. Click the blue arrow to continue."

THAT'S INCORRECT.

Your selected response is true of SBI, but it is not the only true statement listed.

Return to the lesson to review the meaning of SBI or click the blue button to try again.

REVIEW   **TRY AGAIN**

Navigation Info

Click REVIEW button to return to lesson (slides 4 & 5) - May need to duplicate those slides and have blue arrow trigger advance directly to question 2.

Click TRY AGAIN button to return to question on slide 9.

Visual Info/Media

Voiceover needed

Narration

"That's incorrect. While your selected response is true of SBI, it is not the only true statement listed. Click the black review button to review the lesson. Or, click the blue try again button if you are ready to choose a different answer."

	Navigation Info
	Create a click and drag interactive
	Click the SUBMIT button to check response.
	SUBMIT button branches to correct or incorrect slide. See templates.
	Visual Info/Media
	Character Image: -Business character cutout neutral face -Correct response - happy face -Incorrect response - thinking face Voiceover needed Correct Order: 2, 3, 1 Correct Response branching - see templates

Narration

"Now, here's a workplace scenario to give you a chance to apply your new knowledge of SBI:

Read the scenario and then, using the SBI method, click and drag the speech bubbles to put them in the correct order. When you're done, click the submit button to check your response."

THAT'S CORRECT!

Using the SBI method, you always want to start by describing the situation, then share the behavior you noticed, and finally share the impacts that behavior has on you or the business.

Visual Info/Media

Character Image:
-Business character cutout neutral face
-Correct response - happy face
-Incorrect response - thinking face

Voiceover needed

Narration

"That's correct! Using the SBI method, you always want to start by describing the situation, then share the behavior you noticed, and finally share the impacts that behavior has on you or the business. 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. SBI really opens the door to working towards a solution.

THAT'S INCORRECT.

Remember, when using the SBI method, you always want to start by describing the **situation**, then share the **behavior** you noticed, and finally share the **impacts** of that behavior.

TRY AGAIN

Navigation Info

Click the TRY AGAIN button to return to slide 12 (scenario slide).

Visual Info/Media

Character Image:
-Business character cutout neutral face
-Correct response - happy face
-Incorrect response - thinking face

Voiceover needed

Narration

"Actually, that's incorrect. Remember, when using the SBI method, you always want to start by describing the situation, then share the behavior you noticed, and finally share the impacts of that behavior.

Click the button to try again."

Navigation Info

Click MAIN MENU button to return to beginning of course.

CONGRATULATIONS!

You have completed this lesson on Feedback in Action.

YOU ARE NOW ABLE TO...

- Define SBI
- Utilize the SBI method to deliver feedback

MAIN MENU

Visual Info/Media

Voiceover needed

Narration

"Congratulations! You have successfully completed this lesson on Feedback in Action! Now that you know about the SBI method and how to use it, remember to follow the 3-step method the next time you need to deliver feedback to your employees."