

# Feedback and Performance Management



## Session Overview

Feedback is a continuous conversation that drives clarity, growth, and performance. This session helps leaders and teams embed feedback into daily leadership rhythms and manage clear performance expectations.

Participants learn the SBI (Situation-Behavior-Impact) feedback model and practice delivering specific, actionable feedback through role plays and real-world scenarios, building a culture of open communication and accountability.

## What Participants Will Gain

- A clear understanding of how feedback fits into a continuous performance management cycle
- Approaches to clarify and reinforce performance expectations through regular and ad-hoc check-ins
- Practical experience using the SBI (Situation-Behavior-Impact) feedback model for specific, actionable, two-way conversations
- Strategies to overcome common feedback barriers, such as emotional discomfort, lack of trust, or unclear intent
- Opportunities to reflect on personal feedback habits and practice new approaches in a safe environment, including role plays and real-world scenarios
- Tips for both giving and receiving feedback: preparation, minimizing surprises, addressing behavior (not personality), clarifying intent, and planning next steps
- Guidance for integrating feedback into development planning and ongoing team communication

Duration Options : 60 minutes, 2 hours, or half day.

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