



Situation-Behavior-Impact (SBI) Observation Form

Person Observed:

(This form is for your use only - you will not turn it in.)

Observations:	#1	#2
Situation Anchor time or place		
Behavior Observable action		
Impact What I felt and/or thought		
My perception of the impact on others, the task, the work environment		
Reflection Why did I pay attention to this? What does it tell me about me?		



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SBI: Words to Describe Impact

Positive Feeling Words



Accepted	Eager	Happy	Pleased
Appreciated	Encouraged	Honored	Proud
At-ease	Energized	Impressed	Relieved
Calm	Engaged	Included	Rewarded
Capable	Enjoyed	Inspired	Satisfied
Cared for	Excited	Interested	Supported
Challenged	Glad	Involved	Validated
Comforted	Gratified	Motivated	Valued

Negative or Uncertain Feeling Words

Alone	Foolish	Nervous	Unappreciated
Annoyed	Frustrated	Overwhelmed	Uncertain
Anxious	Guilty	Pressured	Uneasy
Bored	Ignored	Put-off	Unhappy
Confused	Impatient	Rejected	Upset
Curious	Intimidated	Restless	Vulnerable
Devalued	Irritated	Sad	Worried
Disappointed	Isolated	Skeptical	
Disconnected	Jealous	Surprised	
Discounted	Judged		
Discouraged			



Five Conversation Practices

The five conversation practices below can help start a conversation with an employee.

1. Create an environment of candor and transparency where people can talk openly about what they need.
2. Balance telling with asking open-ended questions. You should talk about 20% of the time and allow the other person to talk 80% of the time.
3. Pay attention to nonverbal signals. Is the other person engaged in the conversation? Remember that 70% of conversation is nonverbal.
4. Pay attention to internal cues. Be mindful of your reactions and utilize them as a source of information.
5. Coachee does the work. Allow the coachee to solve the problem. If you are exhausted at the end of a coaching session, you may have done too much of the work.