

## GIVING & RECEIVING FEEDBACK

Building Effective, Collaborative Feedback Skills with AI as Your Coach

**Learning Impact Statement:** Participants will build confidence and competence in giving and receiving feedback across all levels of an organization by applying the SBI-I (Situation–Behavior–Impact–Invitation) framework. Through AI-supported role-play and language refinement, they will strengthen trust, accountability, and communication by delivering feedback that is specific, respectful, and actionable — while inviting input and ownership to foster continuous improvement and collaboration.

### Skill Focus Areas:

SBI-I Framework

Additional Frameworks

Giving Feedback Across Roles

Feedback Categories

Feedback to Leaders (Managing Up)

Receiving Feedback

Reflection & Adjustment

### REFLECTION PROMPTS:

- How comfortable am I giving feedback to colleagues, employees, or leaders?
- What makes giving feedback hard for me?
- How do I usually react when I receive feedback?

### 1. SBI-I FRAMEWORK

Learners will be able to deliver constructive feedback using the SBI-I framework by clearly describing the situation and observable behavior, articulating the impact of the behavior, and inviting dialogue to encourage reflection and collaborative problem-solving.

**AI Prompt Example:** Help me turn this vague feedback, “You’re not a team player” into an SBI-I framework statement that is specific, behavioral, constructive, and invites the other person to share how they’ll improve.

Situation	Behavior	Impact	Invitation (Their Input)

## 2. ADDITIONAL FRAMEWORKS

While SBI-I is the primary framework, other models may be useful depending on the context:

- **COIN** (Context–Observation–Impact–Next Steps) → Adds explicit action planning.
- **STAR/AR** (Situation–Task–Action–Result / Alternative Result) → Encourages reflection on what could be done differently.
- **Feed-Forward** (Marshall Goldsmith) → Focuses on future solutions, not past mistakes.

**AI Prompt Example:** Act as a colleague, employee, or leader in a workplace scenario where I need to give feedback. I will use the SBI-I framework (Situation–Behavior–Impact–Invitation) to guide the conversation. Please respond naturally and provide realistic reactions. After I give feedback, reflect back what you heard and share your perspective. Optionally, I may also try COIN (Context–Observation–Impact–Next Steps), STAR/AR (Situation–Task–Action–Result / Alternative Result), or Feed-Forward (future-focused suggestions). Help me refine my language and approach."

What Feedback Scenario/Framework Felt Most Uncomfortable, and How Did I Navigate it?

What Strategies Can Help Me Make My Feedback More Specific, Respectful, and Actionable?

### 3. GIVING FEEDBACK ACROSS ROLES

Learners will demonstrate the ability to tailor SBI-I (Situation–Behavior–Impact–Invitation) feedback effectively across peer, employee, and leader relationships by focusing on collaboration, clarity, and professionalism. Through AI-supported role-play and reflection, they will refine their communication strategies, anticipate reactions, and plan follow-up actions that foster trust and accountability in diverse workplace dynamics.

**To a Colleague (Peer-to-Peer)** – Focus on partnership and collaboration.

**AI Prompt Example:** Role-play as my peer who dominated our last team meeting. Respond realistically, then give me suggestions on how to make my SBI-I feedback clearer and collaborative.

My SBI-I Feedback to a Peer	Peer's Possible Reaction	How I'll Follow Up

**To an Employee (Downward Feedback)** – Focus on clarity and support.

**AI Prompt Example:** Act as my direct report. I'll give SBI-I feedback about missing deadlines. Respond defensively or apologetically, then coach me on making my message clearer and supportive.

My SBI-I Feedback to an Employee	Employee's Possible Reaction	How I'll Reinforce Support

**To a Leader (Managing Up)** – Focus on professionalism and shared purpose.

**AI Prompt Example:** Role-play as my supervisor. I'll give SBI-I feedback about rescheduling our one-on-ones. React skeptically, then suggest how I could keep my tone professional while making the impact clear.

My SBI-I Feedback to a Leader	Leader's Possible Reaction	How I'll Maintain Professionalism

## 4. FEEDBACK CATEGORIES

Learners will enhance their emotional intelligence and communication agility by practicing SBI-I feedback with individuals who respond defensively, passively, or with resistance. Through realistic role-play, they will learn to stay grounded, acknowledge emotions, and redirect conversations towards accountability, growth, and shared goals.

**Sensitive / Defensive / Deflective** – Emotional, self-protective, or resistant

Strategy: Stay calm, acknowledge emotion, return to SBI-I, restate shared goals.

**AI Prompt Example:** Role-play as someone deflecting feedback by blaming others. Coach me on keeping my SBI-I statement clear and redirecting me toward accountability.

Feedback from AI Coaching

**High-Performer** – Excels in results, less accustomed to constructive feedback

Strategy: Acknowledge excellence, frame as growth/stretch, focus on next level.

**AI Prompt Example:** Role-play as a high performer who resists feedback because they consistently deliver results. Give me suggestions to frame my message as growth oriented.

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**Silent / Passive** – Minimal verbal response, avoids engagement

Strategy: Ask clarifying questions, confirm understanding, follow up.

**AI Prompt Example:** Act as someone who nods quietly but doesn't respond. Help me practice drawing you out with open-ended questions.

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**Overwhelmed / Burned-Out** – Struggling with workload, feedback feels like another burden

Strategy: Pair feedback with empathy and problem-solving.

**AI Prompt Example:** Role-play as a burned-out employee receiving feedback. Suggest how I can acknowledge capacity issues while still reinforcing expectations.

Feedback from AI Coaching

## 5. FEEDBACK TO LEADERS (MANAGING UP)

Learners will apply the SBI-I framework to address common leadership challenges—such as being unaware, over-scheduled, vague, micromanaging, or conflict-avoidant—by delivering feedback that is constructive, values-driven, and tailored to promote clarity, trust, and accountability.

**Unaware / Out of Touch**

Strategy: Highlight impact clearly, link to values/mission.

**AI Prompt Example:** Role-play as a leader showing unaware/out-of-touch behavior. Coach me on how to deliver SBI-I feedback constructively.



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## Feedback from AI Coaching

### Over-Scheduled / Distracted

Strategy: Focus on availability and presence as leadership behaviors.

**AI Prompt Example:** Role-play as a leader showing over-scheduled/distracted behavior. Coach me on how to deliver SBI-I feedback constructively.

## Feedback from AI Coaching

### Visionary but Vague

Strategy: Ask for specifics, clarify expectations respectfully.

**AI Prompt Example:** Role-play as a leader showing visionary but vague behavior. Coach me on how to deliver SBI-I feedback constructively.

## Feedback from AI Coaching

### Micromanaging

Strategy: Frame feedback around trust, efficiency, and empowerment.

**AI Prompt Example:** Role-play as a leader showing micromanaging behavior. Coach me on how to deliver SBI-I feedback constructively.



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**Risk Averse / Conflict Avoidant**

Strategy: Highlight risks of inaction; encourage directness and timely decisions.

**AI Prompt Example:** Role-play as a leader showing risk averse/conflict avoidant behavior. Coach me on how to deliver SBI-I feedback constructively.

**6. RECEIVING FEEDBACK**

Learners will practice receiving feedback with openness by listening without defensiveness, asking clarifying questions, and reflecting before responding—using AI role-play to strengthen self-awareness and communication skills.

**AI Prompt Example:** Give me constructive SBI-I feedback on my communication style. I'll practice paraphrasing and asking clarifying questions, then rate my responses

**High-Rated Responses****Low-Rated Responses**

7. REFLECTION & ADJUSTMENT

AI Prompt Example: Ask me 5 reflection questions on how I gave or received feedback this week and suggest 2 strategies to try next time.

Feedback Conversations I Handled Well	Where I Struggled	Strategies I'll Try Next Time

ACTION PLAN:

My Top 3 Takeaways



## 1 SBI-I Habit I'll Apply Immediately

## How I'll Use AI as My Ongoing Feedback Coach

