

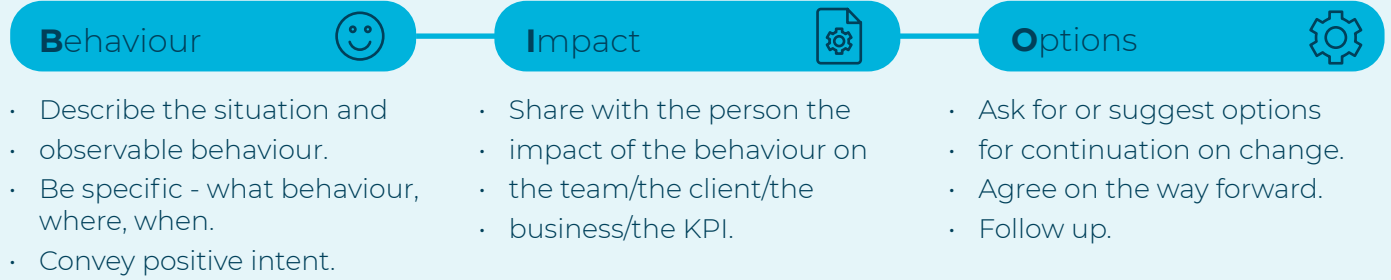
BIO Model of Giving Feedback



Effective feedback should be specific and practical, so the receiver can understand their behaviour and improve it. The **BIO Model** is a framework that guides leaders through conversations to give feedback that **alters** undesirable behaviour or **reinforces** positive behaviour.



THE STEPS YOU NEED TO TAKE



Following the 'BIO' flow of conversation helps leaders inspire change in their team members' behaviour or encourage the continuation of outstanding performance. This has a positive impact on individuals and the team as a whole.

TIPS FOR GIVING FEEDBACK THAT LANDS

- Be specific
- Be honest
- Be regular and timely
- Set an objective

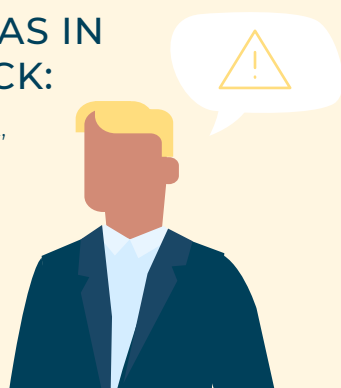


- Start with a positive mindset
- Exercise empathy
- Keep it confidential
- Keep it action-based



BEWARE OF BIAS IN YOUR FEEDBACK:

Before giving feedback, reflect on whether it's objective and based on clear criteria you can communicate.



REFLECT ON YOUR FEEDBACK

Think about a recent situation or performance issue, which required feedback (positive or corrective).

1 What was your mindset and preparation going into the feedback conversation?

2 How did you feel about how the conversation went?

3 How could it have gone differently if you used the BIO Model?