mimansa
RESEARCH & ADVISORY

PLAYBOOK · RETRAIN MANAGERS IN DIRECT FEEDBACK

SBI Script Card

Fill one card for each piece of feedback. Say it in under 5 minutes.



PERSON

e.g. Kavya

DATE

e.g. Friday, 17 Oct

	PART	WHAT TO SAY (EXAMPLE)
01	Situation	"In Tuesday's client call..."
02	Behaviour	"...you shared the report two hours late."
03	Impact	"The client waited, and I had to say sorry."
04	Ask	"What got in the way?"
05	Next step	"Flag late data by 3 pm. Let's check on Friday."

YOUR SITUATION LINE

YOUR BEHAVIOUR LINE

YOUR IMPACT LINE

BEFORE YOU SPEAK

- [ ] I say only what I saw.
- [ ] I picked one thing.
- [ ] I will ask, then listen.

FREE TO USE AND SHARE · V1 · OCT 2026