

## Script for “Mastering the Art of Feedback: Building Stronger Workplace Relationships” Articulate 360 Rise Course

### Module 1: Welcome

[Video] Why is Feedback Important?

*Feedback builds trust and strengthens teams through open communication. It improves performance by clarifying expectations and encourages continuous learning and development. When delivered effectively, feedback supports growth and creates a more collaborative workplace culture.*

### Module 2: The SBI Model

[Voiceover] SBI Model Applied Scenario Feedback

*Great job working through the scenario! The SBI model is powerful because it provides a structured way to give feedback without personal attacks or vague statements. By clearly identifying the Situation, Behavior, and Impact, you help others understand exactly what happened and why it matters.*

### Module 3 Title: The 5 Steps of Feedback

[Video] The Five Steps of Feedback

*In summary, effective feedback follows five key steps. Prepare, use the SBI model, invite dialogue, agree on next steps and follow-up. Each step helps keep feedback clear, constructive and supportive. Think to yourself, which part of the process do you well and which step can you improve on?*

### Module 4: Having Difficult Feedback Conversations

[Voiceover] Handling Difficult Conversations Summary

*Remember, difficult feedback takes courage. Stay calm, be specific, focus on behavior and invite dialogue to create understanding and growth.*

### Module 5: Practice and Reflection

[Video] Practice and Reflection Video

*Practice is the bridge between knowing and doing. Reflection turns those experiences into learning. By looking back on what went well, what can be improved, and which steps of feedback process worked best, you strengthen your skills and build confidence. Reflection transforms feedback into lasting growth.*