

GIVING FEEDBACK: THE BIRCH MODEL

B Share the **BEHAVIOR** you observed. Be specific and objective.



I Share the **IMPACT** this behavior has had. May be on the work or another person.



I **INQUIRE.** Ask the person to share their perspective.

R **REPLACEMENT BEHAVIOR.** Discuss what the expected behavior is. What exactly needs to change? What does success look like?



C If this is not the first time, or the behavior is serious, share what the possible **CONSEQUENCES** are if the behavior continues.

H Ask how you can **HELP** the person meet this expectation.

