

# Storyboard

Title | Confident Conversations: Essential Feedback Skills for Managers

| Slide # | Slide Text   | Visuals/Layout  | Narration/Voice Over   | Interaction/Animation  |
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| 1       | <b>Welcome to Confident Conversations: Essential Feedback Skills for Managers</b><br>Build confidence in delivering feedback that drives results | Modern title slide with TechFlow Solutions branding, abstract geometric background with professional colors | "Welcome to TechFlow Solutions' Constructive Feedback Training. I'm Sarah, and I'll be your guide as we build the skills to deliver feedback that strengthens relationships and drives performance." | Animated logo entrance, title text slides in from left, subtitle fades in after 1-second delay |

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| 2 | <p><b>The Cost of Poor Feedback</b></p> <p>68% of employees leave due to lack of feedback</p> <ul style="list-style-type: none"> <li>• \$15,000 average cost to replace one employee</li> <li>• 40% decrease in productivity for disengaged teams</li> </ul>  | <p>Infographic-style layout with animated statistics, icons representing turnover and productivity</p> | <p>"Before we dive in, let's understand why this matters. Poor feedback costs organizations dearly - not just in dollars, but in lost talent and decreased performance."</p> | <p>Counter animations for statistics, icons bounce in sequentially, highlight effect on key numbers</p>   |
| 3 | <p><b>Learning Objectives</b></p> <p>By the end of this course, you will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the importance of regular feedback</li> <li>• Apply the SBI model</li> <li>• Distinguish constructive feedback from criticism</li> <li>• Deliver difficult feedback effectively</li> <li>• Create actionable improvement plans</li> </ul> | <p>Clean bullet list layout with checkmark icons, professional background</p>                          | <p>"Here's what we'll accomplish together in the next 25 minutes. By the end, you'll have practical tools and confidence to transform your feedback conversations."</p>      | <p>Bullet points fade in one by one with sound effects, checkmark icons animate with a "check" motion</p> |

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| 4 | <b>Meet Alex</b>   | Character illustration of a diverse manager looking concerned, thought bubble with team members   | "Meet Alex, a team manager just like you. Alex has been avoiding a difficult conversation with Jordan, a team member whose work quality has declined recently." | Character slides in from right, thought bubble expands, team member photos fade in within bubble   |
| 5 | <b>What happens when we avoid feedback?</b> <br/>Click each consequence to explore | Hexagonal grid with 6 clickable hotspots: Performance Decline, Team Morale, Manager Stress, Missed Deadlines, Client Impact, Employee Confusion | "Let's explore what happens when managers like Alex avoid giving necessary feedback. Click each area to see the ripple effects."                                | Hexagons pulse gently, hover states with glow effect, clicked items expand with detailed text overlay, checkmark appears when all explored |

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| 6 | <p><b>Knowledge Check #1</b></p> <p>Which situation requires immediate feedback?</p> <p>A) Employee arrives 5 minutes late once</p> <p>B) Team member consistently interrupts colleagues</p> <p>C) Someone asks for help on a project</p> <p>D) Employee works through lunch</p> | <p>Question slide with radio button options, feedback characters in background</p>                                  | <p>"Let's test your understanding. Which of these situations requires immediate feedback from a manager?"</p>                 | <p>Radio buttons have hover effects, submit button appears after selection, immediate feedback with explanation appears below</p>            |
| 7 | <p><b>The SBI Model</b></p>  | <p>Large central diagram showing three connected circles: Situation, Behavior, Impact, with arrows showing flow</p> | <p>"The SBI model gives you a simple, powerful structure for any feedback conversation. Let's break down each component."</p> | <p>Circles appear sequentially with bounce animation, arrows draw in with motion path, hover over each circle reveals definition tooltip</p> |

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| 8  | <b>Situation: Set the Context</b>           | Split screen: "Instead of..." shows vague example, "Try this..." shows specific SBI example                   | "The Situation sets clear context. Instead of vague references, be specific about when and where the behavior occurred." | Split screen wipes in from center, text examples type on with typewriter effect, emphasis animation on key phrases                       |
| 9  | <b>Behavior: Describe What You Observed</b> | Video-style mockup showing observable vs. interpretive language examples, with "Good" and "Needs Work" labels | "Focus on observable behaviors, not interpretations or assumptions about intentions."                                    | Examples slide up from bottom, good/bad indicators appear with color-coding and icons, subtle shake animation for "bad" examples         |
| 10 | <b>Impact: Explain the Effect</b>           | Ripple effect animation showing behavior leading to consequences for individual, team, and organization       | "The Impact explains why the behavior matters - how it affects the person, team, or organization."                       | Ripple animation starts from center, concentric circles expand with different impact levels, text appears as each ring reaches full size |

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| 11 | <p><b>SBI Practice</b></p> <p><b>Activity</b>&lt;br/&gt;Transform this feedback using the SBI model:&lt;br/&gt;"You're always negative in meetings."</p>                                       | <p>Drag-and-drop interface with feedback elements to organize into SBI categories</p> | <p>"Now it's your turn. Drag these elements into the correct SBI categories to improve this feedback statement."</p>                      | <p>Draggable elements have hover effects, drop zones highlight when items are dragged over them, success animation when correctly placed, feedback appears</p> |
| 12 | <p><b>Preparing for Feedback Conversations</b>&lt;br/&gt;• Choose the right time&lt;br/&gt;• Select a private location&lt;br/&gt;• Gather specific examples&lt;br/&gt;• Check your mindset</p> | <p>Timeline visualization showing preparation steps, clock and location icons</p>     | <p>"Preparation is key to successful feedback conversations. Let's walk through the essential steps."</p>                                 | <p>Timeline animates from left to right, icons bounce in at each step, expandable details on click</p>   |
| 13 | <p><b>Branching Scenario Introduction</b>&lt;br/&gt;You need to address Jordan's declining work quality. How do you start the conversation?</p>  | <p>Character scene with Alex (manager) and Jordan (employee) in office setting</p>    | <p>"Now let's practice. You're Alex, and you need to have this conversation with Jordan. Your approach will determine how this goes."</p> | <p>Characters fade in, scene sets with parallax background effect, decision point indicator pulses</p>   |

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| 14  | <p><b>Scenario Decision Point</b></p> <p>1&lt;br/&gt;How do you open the conversation?&lt;br/&gt;A) "Jordan, we need to talk about your attitude."&lt;br/&gt;B) "Jordan, I'd like to discuss the project you submitted yesterday."&lt;br/&gt;C) "Jordan, you've been doing terrible work lately."</p> | Three-button choice interface with character expressions changing based on hover         | "Choose your opening approach. Notice how Jordan's expression changes based on your choice."                                       | Buttons have hover effects that change Jordan's facial expression, selection triggers branch to different conversation paths |
| 15a | <p><b>Path A Result</b>&lt;br/&gt;Jordan becomes defensive: "What's wrong with my attitude?"</p>  | Defensive body language animation for Jordan character, tension indicators in background | "Starting with attitude puts Jordan on the defensive immediately. This approach often leads to arguments rather than improvement." | Jordan's posture changes to defensive stance, background color shifts to indicate tension, "Try Again" option appears        |
| 15b | <p><b>Path B Result</b>&lt;br/&gt;Jordan listens attentively: "Okay, what would you like to discuss?"</p>   | Open, receptive body language for Jordan, positive atmosphere indicators                 | "Great choice! By focusing on specific work rather than personality, you've created an opening for productive dialogue."           | Jordan's posture becomes more open and attentive, positive background elements appear, "Continue" button enabled             |

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| 15c | <b>Path C Result</b><br>Jordan looks hurt and confused: "I didn't realize it was that bad..."   | Hurt expression animation, confusion indicators                                   | "This harsh approach damages Jordan's confidence and self-esteem. While direct, it's not constructive."        | Jordan's expression changes to hurt/confused, negative emotional indicators appear, "Try Again" option provided      |
| 16  | <b>Scenario Continuation</b><br>Now apply the SBI model. Choose the best feedback statement:  | Three speech bubble options using different approaches to the same issue          | "Continue the conversation using what you've learned about the SBI model."                                     | Speech bubbles appear sequentially, hover effects show likely employee responses, selection determines final outcome |
| 17  | <b>Knowledge Check #2</b><br>True or False: It's better to give feedback immediately when you're feeling frustrated.  | True/False toggle switch with explanation panel                                   | "Let's check your understanding of timing in feedback conversations."  | Toggle switch with satisfying click animation, explanation panel slides in from right after selection                |
| 18  | <b>Delivering Difficult Feedback</b><br>Key Techniques:<br>• Stay calm and focused<br>• Use "I" statements<br>• Ask open-ended questions<br>• Listen actively | Animated infographic with manager and employee icons demonstrating each technique | "When feedback is difficult, these techniques help maintain positive relationships while addressing problems." | Icons animate to demonstrate each technique, hover interactions provide examples of each approach                    |

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| 19 | <p><b>Handling Defensive Reactions</b><br/>Employee Response: "That's not fair! You never told me that before!"<br/>Your best response?</p>  | <p>Multiple choice with speech bubbles, emotional temperature gauge</p>            | <p>"Defensive reactions are normal. How you respond determines whether the conversation gets back on track."</p> | <p>Temperature gauge shows conversation "heat level" changing based on response choice, visual feedback for best practices</p> |
| 20 | <p><b>Branching Scenario #2</b><br/>Sarah from your team has been consistently interrupting colleagues in meetings. Choose your approach.</p>  | <p>Meeting room scene with multiple team members, focus on disruptive behavior</p> | <p>"Here's another scenario to practice. Sarah's interrupting behavior is affecting team dynamics."</p>          | <p>Meeting scene with subtle animation showing interruption behavior, multiple conversation starter options appear</p>         |
| 21 | <p><b>Creating Action Plans</b><br/>Effective action plans include:<br/>• Specific behaviors to change<br/>• Timeline for improvement<br/>• Success metrics<br/>• Follow-up schedule</p> | <p>Action plan template with fillable fields, progress tracking visual</p>         | <p>"After delivering feedback, collaborate on creating a clear action plan for improvement."</p>                 | <p>Template fields highlight as each element is discussed, sample text appears with typing animation</p>                       |
| 23 | <p><b>Final Assessment Introduction</b><br/>Ready to test your skills? You'll answer 6 questions covering everything we've learned.</p>  | <p>Assessment preview with progress indicators, encouraging visual elements</p>    | <p>"Time to put your new skills to the test. You'll work through six scenario-based questions."</p>              | <p>Progress bar animation, question preview thumbnails fade in, confident character poses</p>                                  |

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| 24    | <b>Assessment Question</b><br><b>1</b><br>What is the most likely outcome if managers consistently avoid giving feedback?           | Multiple choice with visual consequences for each option                               | No narration - assessment mode   | Radio button selection with immediate visual feedback, explanation appears after submission           |
| 25    | <b>Assessment Question</b><br><b>2</b><br>Using the SBI model, what's wrong with this feedback: "You need to be more professional"? | Text analysis with SBI component identifier  | No narration - assessment mode   | Interactive text highlighting tool, learners mark missing components, immediate feedback provided     |
| 26-29 | <b>Assessment Questions</b><br><b>3-6</b><br>[Additional scenario-based questions covering remaining objectives]                    | Various interactive formats: scenario videos, drag-drop exercises, branching decisions | No narration - assessment mode   | Multiple interaction types to maintain engagement, immediate feedback for each response               |
| 30    | <b>Assessment Results</b><br>Your Score: X/6<br>Well done! You've mastered the fundamentals of constructive feedback.               | Results dashboard with score visualization, achievement badges                         | "Congratulations! You've completed the constructive feedback training. Your score shows you're ready to apply these skills." | Score counter animation, achievement badges unlock with sound effects, personal encouragement message |

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| 31 | <p><b>Key Takeaways</b></p> <ul style="list-style-type: none"> <li>• Use the SBI model for clear, specific feedback</li> <li>• Timing and preparation matter</li> <li>• Focus on behavior, not personality</li> <li>• Create collaborative action plans</li> </ul> | <p>Summary infographic with key visual reminders</p>                             | <p>"Let's review the key concepts that will make your feedback conversations more effective."</p>                             | <p>Key points appear with emphasis animations, visual mnemonics for each concept</p>                                      |
| 32 | <p><b>Resources &amp; Next Steps</b></p> <p>Download your SBI Quick Reference Guide</p> <p>Schedule practice sessions with your team</p> <p>Additional resources available in the learning portal</p>  | <p>Resource download interface, calendar integration for scheduling</p>          | <p>"Take these resources with you to continue building your feedback skills."</p>   | <p>Download button with progress animation, calendar widget shows available times, resource links with hover previews</p> |
| 33 | <p><b>Thank You</b></p> <p>You're now equipped to deliver feedback that drives results and strengthens relationships.</p> <p>Go practice with confidence!</p>  | <p>Celebratory visual with team success imagery, TechFlow Solutions branding</p> | <p>"Thank you for investing in your leadership skills. Your team will benefit from your improved feedback conversations."</p> | <p>Confetti animation, team imagery fades in with positive expressions, logo animation for course completion</p>          |