

# Storyboard

Title | Confident Conversations: Essential Feedback Skills for Managers

Slide #	Slide Text	Visuals/Layout	Narration/Voice Over	Interaction/Animation
1	<b>Welcome to Confident Conversations: Essential Feedback Skills for Managers</b> 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

2	<b>The Cost of Poor Feedback</b> • 68% of employees leave due to lack of feedback • \$15,000 average cost to replace one employee • 40% decrease in productivity for disengaged teams	Infographic-style layout with animated statistics, icons representing turnover and productivity	"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."	Counter animations for statistics, icons bounce in sequentially, highlight effect on key numbers
3	<b>Learning Objectives</b> By the end of this course, you will be able to: • Explain the importance of regular feedback • Apply the SBI model • Distinguish constructive feedback from criticism • Deliver difficult feedback effectively • Create actionable improvement plans	Clean bullet list layout with checkmark icons, professional background	"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."	Bullet points fade in one by one with sound effects, checkmark icons animate with a "check" motion

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> 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

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

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

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

14	<b>Scenario Decision Point 1</b> How do you open the conversation? A) "Jordan, we need to talk about your attitude." B) "Jordan, I'd like to discuss the project you submitted yesterday." C) "Jordan, you've been doing terrible work lately."	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	<b>Path A Result</b> Jordan becomes defensive: "What's wrong with my attitude?"	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	<b>Path B Result</b> Jordan listens attentively: "Okay, what would you like to discuss?"	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

15c	<b>Path C Result</b> 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> 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> 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> Key Techniques: • Stay calm and focused • Use "I" statements • Ask open-ended questions • 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



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

24	<b>Assessment Question 1</b> 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 2</b> 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 3-6</b> [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> Your Score: X/6 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

31	<b>Key Takeaways</b> • Use the SBI model for clear, specific feedback • Timing and preparation matter • Focus on behavior, not personality • Create collaborative action plans	Summary infographic with key visual reminders	"Let's review the key concepts that will make your feedback conversations more effective."	Key points appear with emphasis animations, visual mnemonics for each concept
32	<b>Resources &amp; Next Steps</b> Download your SBI Quick Reference Guide Schedule practice sessions with your team Additional resources available in the learning portal	Resource download interface, calendar integration for scheduling	"Take these resources with you to continue building your feedback skills."	Download button with progress animation, calendar widget shows available times, resource links with hover previews
33	<b>Thank You</b> You're now equipped to deliver feedback that drives results and strengthens relationships. Go practice with confidence!	Celebratory visual with team success imagery, TechFlow Solutions branding	"Thank you for investing in your leadership skills. Your team will benefit from your improved feedback conversations."	Confetti animation, team imagery fades in with positive expressions, logo animation for course completion