Psychological Safety Foundation

- Feel safe to speak up without punishment
- Discuss what's working and what's not—focus on solutions, not blame
- Remember: feedback on your work does not equal feedback on your worth

Effective Feedback Strategies

Giving Feedback — Use SBI Method:

- Situation: When and where it happened
- Behaviour: Specific observations
- Impact: Effect on production, safety, or crew
- Example: During yesterday's load-in (S), getting the trusses in the air was delayed by 30 min (B), which meant we were late for soundcheck (I).

Receiving Feedback — HEAR Method:

- Hold back initial reaction
- Explore what is being shared
- Ask clarifying questions
- Reflect on application

Practical Tips

Find privacy when appropriate:

- Some feedback happens on-the-job, in front of others
- Other feedback is best to deliver privately
- If privacy isn't possible, schedule a specific time
- Example: "I'd like to discuss something with you. Can we meet once things are up and running today?"
- Example: "Can we find ten minutes between shows or set ups?"

Phrases To Avoid:

- Absolutes: always/never
- "But" statements
- "Why did you do that?"
- Judgmental labels
- Vague terms
- Comparisons to other crew members

What To Say Instead:

- Use "I" language and approach with curiosity
- Give specific, situational feedback
- Provide additive, balanced feedback
- Ask open-ended questions
- Focus on behaviours, not character
- Make collaborative suggestions
- Keep language actionable and individual-focused
- Frame feedback as direct, respectful, and growth-oriented
- See the full article for specific examples

The Follow-Up Commitment

- Suggest a timeline for when you'll work on it and when you'll check back in, creating an accountability loop to track progress together
- Example: "I will work on this over the next few shoot days. Can we check in at the end of the week?"

Navigating Power Dynamics

Giving feedback up the hierarchy:

- Choose your timing carefully
- Use I noticed or I am wondering if...
- Focus on safety, workflow, or crew wellbeing