Use Structured Feedback Frameworks

Provide in-the-moment coaching related to the action/behaviour.

SBI Framework (Day-to-Day)

- Situation: When/where the behaviour occurred
- Behaviour: What was observed
- Impact: Effect on production, safety, or crew

Avoid Undermining Language

- Eliminate absolutes (always, never)
- Replace "but" statements with "and" statements
- Avoid "why" questions that sound accusatory
- Remove judgmental labels or comparisons
- Be specific rather than vague

Instead, use:

- Specific, situational language
- Additive, balanced feedback
- Open-ended questions
- Collaborative suggestions
- Direct, respectful, growth-oriented framing

Create Space and Time for Feedback

- Most feedback happens in the moment using SBI
- For private talks, use empty offices, lunch rooms, volunteer spaces
- Hold longer conversations in less disruptive times

Design Practical Feedback Systems

- Build brief check-ins into natural breaks
- Adapt approaches for your specific sector:
- Film & TV: When production is up and running or between set-ups
- Theatre: Post-rehearsal notes sessions
- Live Events: Between load-in or load-out phases
- Festivals: Crew huddles between soundcheck and gates opening, or top- or end-of-day.

Follow Through Consistently

- Include a follow-up plan when possible
- Check if changes were implemented
- Gather crew feedback at wrap/end-of-run

Foster Psychological Safety

- Create space where crew can speak up without fear
- Watch for warning signs (silence, high turnover)
- Share your own mistakes and learnings as a leader
- Turn production challenges into learning, not blame
- Acknowledge power dynamics

Lead by Example

- Demonstrate openness by sharing your experiences
- Focus improving processes, not criticizing people
- Turn challenging moments into learning opportunities
- Recognize and praise effective feedback exchanges
- Model the feedback culture you want to see on your productions