

BIGS Framework

The BIGS Framework provides a straightforward structure for offering feedback. It will help you facilitate a conversation to identify problem behaviours or areas that need improvement, clearly outline their impact, articulate the goal or rationale for the conversation, and suggest changes and goals.

Use this resource to prepare for your next feedback conversation. Note that you don't have to conduct the conversation in any particular order.

Behaviour

Describe the behaviour.

Impact

State the impact.

Goals

Identify the objectives.

Suggestions

Ask for suggestions first, then provide solutions.

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You can use the BIGS Framework for negative or positive feedback.

Negative feedback is given to ensure a behaviour is reduced or changes entirely. This can also be referred to as *constructive feedback*.

Positive feedback should be given to make sure a desirable behaviour continues. This is also referred to as *validation or affirmation*.

Negative Feedback Example

Behaviour: “I’d like to talk with you about a behaviour that I think is getting in the way of our team’s creativity. Yesterday in the meeting, you rolled your eyes and slammed your files on the table when Joe voiced his idea for the project.”

Impact: “When you did this, the room went quiet, the conversation struggled to move forward, and Joe didn’t say anything for the rest of the meeting.”

Goal: “I would like all staff to feel comfortable sharing their ideas, even when we don’t all agree. I would hate for people to stop sharing their ideas because their afraid of a negative reaction, no matter how off the wall they seem. I’m giving you this feedback because my goal is for staff meetings to be a safe place to wrestle with ideas.”

Suggestion: “Could we consider some ways for you to express yourself when you don’t agree or feel passionately about an issue that allows for others to do the same?” (listen) “From here on, when you disagree, take a minute to formulate your response, then ask a question to ensure you fully understand their perspective, and finally, calmly raise your concerns.”

Positive Feedback Example

Behaviour: “Yesterday at the meeting, you listened carefully to Joe and asked for clarification before stating your ideas.

Impact: “You were able to help the team consider future implications with your open-ended questions and encouraged a lot of dialogue on the issue.”

Goal: “You really contributed to making the team feel comfortable. Our goal as a department is for staff to feel safe sharing their ideas, even when we don’t all agree. I wanted to give you this feedback because yesterday’s meeting went a long way toward supporting our team as we wrestle with hard questions. It also fostered some creative ideas.”

Suggestion: “Your ability to demonstrate this skill is valuable, and I would suggest you continue to develop it. I was thinking that you might want to consider leading the next team meeting. What do you think?”