

S T A G E N

SBI PRACTICE LOG EXAMPLE

Date	Situation	Specific Behavior	Impact	Request Coach/Challenge
July 18	Nancy, during the account meeting yesterday, the client told us she feels your team has been unresponsive to some of her requests.	To me, the response you gave her did not seem to address her concerns adequately.	I'm feeling a bit anxious that this will jeopardize our chances to renew the contract when it ends next month.	What do you think we can do to assure this client feels adequately attended to going forward? (Coach)
July 20	John, during the client presentation today...	I noticed you provided detailed statistics that really helped clarify our position.	I left the meeting feeling confident and hopeful.	
July 25	Richard,	I've noticed you've been late to work five times in the past two weeks.	I'm growing concerned you're missing important information in the meetings you're late for	Your team looks up to you as a leader and peak performer. Please tighten up your game and keep it that way starting with our next meeting. (Challenger)
July 29	Christina,	I want to acknowledge the way you spoke so calmly with that upset customer. He wasn't able to see why I couldn't do what he asked until you explained it.	I really felt supported. Thank you.	
Aug 1	John, at the sales meeting on Monday...	Your team's numbers came in 20 percent below target.	I'm worried about your team's performance and am concerned you may not be able to live up to management's expectations.	Can you please reach out to my EA by end of day and set up a weekly rhythm with me for an hour so we can troubleshoot and get you guys back on track? (Request)