

Your 24-Hour Rule Event (past, present or hypothetical)

SBI Model		
<u>S</u> ituation	What happened?	<hr/> <hr/> <hr/> <hr/>
<u>B</u> ehavior	What was done or said?	<hr/> <hr/> <hr/> <hr/>
<u>I</u> mpact	How did it affect you or others?	<hr/> <hr/> <hr/> <hr/>



How to Practice the 24-Hour Rule

Checklist Before the Conversation

- ☐ Am I calm and clear?
- ☐ What outcome do I want?
- ☐ Can I assume good intent?

Script Starters

"I've been thinking about our conversation yesterday, and I wanted to share how I felt....."

"When you said _____, it landed in a way that surprised me."

"I have a lot of respect for you name of person here, and yesterday, I did not feel that you showed the same level of respect to me when we discussed....."

Body Language & Tone Tips

Calm, curious, and constructive. Look them in the eye.