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# Flash!

*Advice, perspectives & ideas to accelerate the leader in you*



I purchased a power cord on Amazon recently, and the retailer, Hercules Power, sent me an email to check on my experience:

*Our goal is for you to be completely satisfied with this transaction. If for any reason this is not the case, we would appreciate it if you would give us a chance to address your concerns before rating us on Amazon.*

**How refreshing! A request for feedback to feed their success.**

Hercules Power knows that “feedback” on Amazon entails a simple 5-star rating (*and sometimes a rant!*)

**They want the opportunity to take action based on my feedback.** But they can’t if all they get is a rating.

## The Challenge with Feedback

Feedback typically feels like criticism (*even when it’s dressed up as “constructive”*)... just the word “feedback” triggers our fight-or-flight defenses!

So **let’s start giving and seeking Feedback that Feeds.**

How? Focus on 3 things:

1. **Goals:** anchor feedback to a goal
2. **Actions:** point to an action you noticed
3. **Impact:** does the action contribute to or contaminate that goal?

*Example:*

1. *“I know you want to lead the next team.”*
2. *“I noticed that you have been working late every night on that project while the rest of the team goes home.”*

3. "Leading a team requires learning how to delegate."

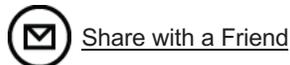
When we give feedback **without referencing someone's goal, the conversation lacks context** - the *why* we are giving them feedback.

And without context, people usually default to the defensive. So feedback doesn't have a chance of feeding success.

With Feedback that Feeds, we are anchoring our conversation on what's important to them (their goal!), which creates instant partnership vs. dreaded confrontation.

**Down with constructive criticism! Up with feedback that feeds success!**

*Ann Tardy*



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# Past Issues

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(1) Is your organization using our MentorLead platform to create an impactful mentoring program? You'll want to join us for our next [Success @ Mentoring Webinar on Wed, Jan 9: Mentoring 101: Getting Started and Getting Matched](#). Check your mentoring platform for details on how to attend.

(2) Are you architecting a mentoring solution or preparing to launch or re-launch a mentoring program?

Join us on March 28 for our webinar: **The Formula for Powerful Mentoring Programs: *Discover the Secrets to Launching and Leading Mentoring Programs that Matter to People and Organizations***. To receive an invitation to this session, email [rebecca@lifemoxie.com](mailto:rebecca@lifemoxie.com)