



**SHARI  
HARLEY**

## HOW TO SAY ANYTHING TO ANYONE

You can say anything to anyone when trust is present.

People do not do things the way we do, even when we think they should.

Tell people what you expect when relationships begin. Ask what they expect.

Ask for feedback. Say "thank you."

People treat you as you train them to treat you.

BUSINESS RELATIONSHIPS THAT REALLY WORK™

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## MANAGING YOUR PROFESSIONAL REPUTATION

You are 100% accountable for your career.

Know your reputation. Ask how others perceive you.

Keep your word. Do the things you say you will do.

Do not gossip. If you have something to say, say it directly to the person involved.

Everything makes an impression.

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