

99.99% of breakdowns with other people are predictable & preventable.

You train people to treat you as they treat you.

Information is power. Power is control.



Reality Check:

Write the Name of a Key Customer	Deal Breaker?	Pet Peeves?	Work They Enjoy Doing?	Work They Don't Enjoy Doing?
You				
Employee, Member, or Volunteer				
Employee, Member, or Volunteer				

Creating Powerful Working Relationships:

Ask for Candor: “I want a good relationship with you. If we work together long enough, I’m sure I’ll do things that frustrate you. If I do anything that violates your expectations, I really want you to tell me. I promise that no matter what you say, I will say thank you.”

Don’t Guess: “I’d like to know about your working style preferences, so I work with you how you like to work. Can I ask you a few questions?”

Accepting Feedback:

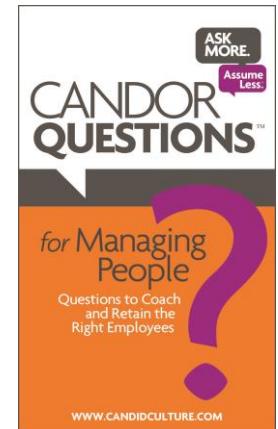
- It’s normal and natural to get defensive when receiving feedback.
- Manage yourself and say “thank you.”

Which Candor Questions will you ask?

1. _____
2. _____
3. _____
4. _____
5. _____

The Feedback Formula

1. Introduce the conversation
2. Express empathy
3. Describe the behavior – **“I’ve noticed”**
4. State the impact of the behavior
5. Ask the other person for his/her perception of the situation – Both people talk.
6. Make a suggestion or request – **If s/he knew another way to do it, s/he would do it that way.**
7. Build an agreement on next steps (if any)
8. Say “Thank You”



What to Do Next:

- Have a conversation using the Candor Questions with your key customers.
- Have one conversation you've been avoiding using The Feedback Formula.



The Speaker: Shari Harley runs Candid Culture, a training and consulting firm that is bringing candor back to the work place, making it easier to tell the truth at work. Shari is the author of the book *How to Say Anything to Anyone*, has a master's degree in Communication, and taught leadership development at the University of Denver. Her clients include ASAE, the Society for Human Resources Management, the American Water Works Association, the Financial Planning Association, the Medical Management Group Association, the Association of Legal Administrators, and many others. Shari's practical approach has led her to speak and train in Singapore, Thailand, Malaysia, India, Dubai and Australia. From 'Making Meetings Work' and 'Delegating Better' to 'Managing Your Career' and 'Saying Anything to Anyone,' Shari's tips are sure to delight and inform in a real, direct and very funny way. You'll be laughing while they're learning, and will walk away with tools and techniques to transform any relationship.

Watch videos and learn more about our training programs at www.candidculture.com.

Join Shari on Twitter and LinkedIn: Shari Harley. Facebook: Candid Culture.