

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

You are 100% accountable for your career and business relationships.

You train people to treat you as they treat you.

Information is power. Power is control.

**Who are your most important customers?**

**Customers Defined:** People you need to get your job done. People who need you to get their jobs done.

**Pick five – internal or external people, departments, or organizations to focus on.**

These are relationships you want to nurture.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



**Reality Check**

Write the Name of a Customer	Career Deal Breaker?	Pet Peeves at Work?	Work They Enjoy Doing?	Work They Don't Enjoy Doing?
You				
A Customer				
A Customer				

**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.”

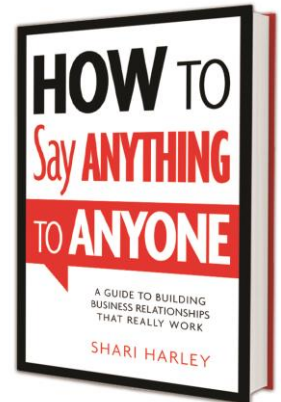
**Don’t Guess:** “I’d like to know about your working style preferences, so I work with you how you like to work. Can I ask you a few questions?”

**Next Steps: Yes, there’s homework!**

- Have a conversation using the Candor Questions with your five key customers.

**Which questions will you ask?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



**Accepting Feedback:**

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



**The Speaker:** Shari Harley runs Candid Culture, a Denver-based training and consulting firm bringing candor back to the workplace, making it easier to tell the truth at work. Before launching her business Shari led leadership development training for OppenheimerFunds, conducted customer service training for American Century Investments, and facilitated training for Dale Carnegie Training.

Shari is the author of the book *How to Say Anything to Anyone*. She has a master’s degree in Communication and taught leadership development at the University of Denver. Her clients include the cities of Denver, Colorado Springs, Golden, Louisville, Lafayette, Superior, Adams County Government, Jefferson County and many others.

She has spoken in India, Dubai, Australia, Singapore, Malaysia and Thailand. Shari’s almost alarmingly engaging style makes it impossible to nod off in her programs. Participants will 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](http://www.candidculture.com).

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