

GETTING THE BEST FROM EMPLOYEES

*Coaching & Developing Employees for **Maximum Contribution***



SHARI HARLEY, MA, CSP

Coaching and developing employees is the hardest thing managers do. Being a good coach requires trust, patience, and takes time, time you may not feel you have. The old adage, "If you want something done right, do it yourself" may at times feel true, but it also leaves managers overextended, unfocused and with an underdeveloped staff. Giving direct reports an appropriate amount of responsibility and accountability is the only way employees develop and the only way managers get out of the weeds and are able to focus on the work they're supposed to be doing – leading people and departments. A lack of growth and development opportunities is the greatest reason for employee turnover. If you want your staff to stay and be engaged, they need to feel that they are developing new skills and abilities.

Learn how to coach and delegate appropriately so both managers and direct reports get what they need. Managers get results and more time to focus on their own accountabilities, and employees learn new skills and become more autonomous.

OUTCOMES TO EXPECT:

- + Create a more satisfied and engaged long term work force.
- + Develop employees for long term growth and mobility.
- + Have more time to focus on one's own responsibilities.
- + Create environments of accountability and unprecedented results.
- + Get the best from employees.

AGENDA:

1. Determine what will improve employees' performance.
2. Provide fresh, constructive performance feedback to long-term employees.
3. Incent improved performance with staff members who have hit the salary cap.
4. Help employees honestly assess their own performance.
5. Have candid conversations with employees without wishing you had taken medication.

WHO SHOULD ATTEND?

Leaders, managers, supervisors and HR professionals.

PRESENTATION STYLE

The program is useful, interactive, fun and packed with immediately applicable techniques.

PROGRAM LENGTH

60-minutes to one day, depending on program content.

PROGRAM MATERIALS



How to Say Anything to Anyone Book



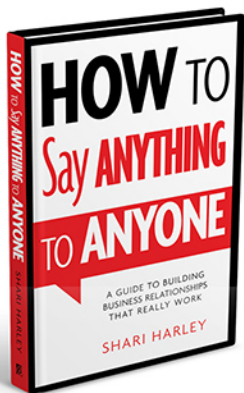
Candor Questions to Manage People & for Hiring the Right Employees



SHARI HARLEY

SPEAKER | TRAINER | AUTHOR

FEATURED BY:



Shari Harley is the founder and President of Candid Culture, an international training and consulting firm that is bringing candor back to the workplace, making it easier to tell the truth at work. Managers tell employees the truth about their performance. Employees ask for what they need. Prospects tell you why they did or didn't hire you. Customers tell you how things are really going, giving you the chance to retain their business.

Shari is known globally as an engaging, funny, content-rich business speaker and author. She is the author of the book *How to Say Anything to Anyone: A Guide to Building Business Relationships that Really Work*, holds an MA in Communication and taught leadership at the University of Denver. Before launching Candid Culture, Shari led leadership development training for OppenheimerFunds, conducted customer service training for American Century Investments, and facilitated and sold programs for Dale Carnegie Training.

Shari's practical approach has led her to speak and train throughout the U.S. and in Singapore, Thailand, Malaysia, India, Dubai, and Australia. Some of Shari's clients include: Pepsi Co., Noodles & Company, DirecTV, Sodexo, IBM, the Environmental Protection Agency, the National Institutes of Health, SHRM and ASAE.

From making meetings work and delegating better, to managing your career and saying anything to anyone, Shari's techniques are sure to delight and inform in a real, direct, and very funny way. Participants will be laughing while they're learning and will walk away with tools and techniques to transform any relationship.



"Best speaker at the conference, no contest. Hands down . . . Shari Harley. If every business enterprise in America had a Shari Harley on staff, doublespeak and baloney would wither and die in short order."



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