

HOW TO SAY ANYTHING TO ANYONE

*Setting Expectations
for Powerful Working
Relationships*



SHARI HARLEY, MA, CSP

BEFORE:

- + You have a request for someone in IT, but you don't know how to say it, so ... you don't say anything.
- + A project you worked on for six months has become a black hole. There is no information about the status. You're frustrated but ... you don't say anything.
- + One of your customers has unreasonable expectations. How do you say no, without saying no?
- + One of your colleagues isn't pulling her weight. It's impacting you, but ... you don't say anything.

AFTER:

- + **ESTABLISH TRUST** in any relationship, laying the foundation to be able to address issues when they arise.
- + **SET EXPECTATIONS** with co-workers, direct supervisors and clients – paving the way to successful long term relationships.
- + **DETERMINE WHAT'S IMPORTANT** to your manager, co-workers and clients making it more likely that you give them what they need.
- + **TELL OTHERS WHAT YOU NEED**, making it more likely that your needs are met.
- + **CREATE A REGULAR PRACTICE OF ASKING FOR FEEDBACK** so that you know your reputation and how you are perceived among your clients and co-workers.
- + **RECEIVE MORE FEEDBACK** and implement it.

SPEAKING UP WHEN WE ARE FRUSTRATED IS HARD and, as a result, most of us don't. Instead, either we tell other people (aka gossip) or we say nothing, and relationships become strained.

- + You can say anything to anyone and have it be easy.
- + You just need to lay the ground work to do so, and most of us don't.

WHO SHOULD ATTEND?

Professionals who want to manage their careers and have better working relationships and partnerships.

PRESENTATION STYLE

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

PROGRAM LENGTH

45-minutes to a half day, depending on program content.

PROGRAM MATERIALS



*How to Say Anything
to Anyone Book*



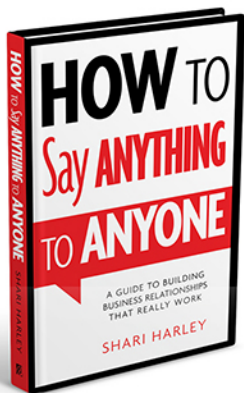
*Candor Questions
for Team Building*



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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