

# HOW TO SAY ANYTHING TO ANYONE

for Leaders & Managers

*Setting Expectations for Powerful Working Relationships*



**SHARI HARLEY, MA, CSP**

## BEFORE:

- + One of your direct reports is consistently inappropriately dressed for work.
- + It's impacting her reputation, but you don't say anything. You have a request for your boss but you don't know how to say it, so you don't say anything.
- + One of your colleagues doesn't include you on communications that affect your department. You're frustrated but don't know what to say, so you don't say anything.

## BENEFITS:

- + Working relationships are smooth. There is less drama, gossip and miscommunication.
- + Candid conversations become easier and more natural.
- + Employees are engaged, focused and performing at a high level.
- + More gets done in less time.

## AGENDA:

1. Establish trust in working relationships, making performance discussions easier.
2. Set expectations with employees, colleagues and direct supervisors, so everyone's expectations are clear.
3. Determine what motivates your employees, so you can keep them engaged and focused.
4. Create working relationships with direct reports, peers and internal customers that work.
5. Decrease silos. Increase teamwork and partnerships. Receive more feedback and implement it.

## SPEAKING UP WHEN WE ARE FRUSTRATED IS HARD

and, as a result, most of us don't. Instead, we tell other people or say nothing and performance either stays the same or gets worse.

- 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?

Leaders, managers, supervisors and HR professionals.



### 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 to Manage People*



# 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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