

# JUST SAY IT!

## Making ANY Conversation Easy



SHARI HARLEY, MA, CSP

**Giving feedback is challenging for everyone.** No one wants to hear that she isn't doing a good job. And thus no one wants to tell her. Telling your boss you're frustrated or aren't hitting your targets can be even more difficult, and thus many of us say nothing. Worse is that most feedback, positive or negative, is useless because it's vague.

**Get a simple formula to make even the most difficult conversations easier.** Conversations will be short, specific and to the point. They won't be personal. They will be actionable. You'll be able to say what you want to say, when you want to say it, in a way that people can hear you and take action.

## OUTCOMES TO EXPECT:

- + Package and deliver difficult messages, managing the impressions you create.
- + Give clear and specific feedback that employees can act upon immediately.
- + Provide feedback to peers, direct supervisors, and others at a higher level in a way that does not elicit defensive responses.
- + Demonstrate commitment to developing employees' careers and retaining key talent.
- + Eliminate your blind spots. Manage your career, reputation and results.
- + Receive more feedback without showing emotion or frustration.

“WOW. THIS LADY IS FUNNY! SHE REALLY KNOWS WHAT SHE'S TALKING ABOUT!”



ASHLEIGH HOLMES  
KEY ACCOUNT MANAGER

### 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

Sixty minutes to half a day, depending on program content.

### PROGRAM MATERIALS



How to Say Anything to Anyone Book & Email is for Wimps Notepad



# 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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