

# WHAT THEY SAY WHEN YOU'RE NOT THERE

## *Managing Your Professional Reputation*



**SHARI HARLEY, MA, CSP**

### **ARE YOU SOMEONE YOUR COLLEAGUES AND CUSTOMERS WANT TO WORK WITH, OR HAVE TO? DO YOU KNOW?**

Take the guessing out of working with others. Improve your and your department's reputation by finding out how you're seen by your internal customers. Get more feedback enabling you to take control of what you put in front of others and the impressions you create. And as a result, build long lasting business relationships that outlast economic downturns, miscommunication and conflict.

### **OUTCOMES TO EXPECT:**

- + Manage your professional brand and career.
- + Raise service levels and increase both internal and external customer satisfaction.
- + Start colleague relationships powerfully and strengthen existing relationships.
- + Create smooth working relationships. Communicate with people how they like to communicate.
- + Take the mystery out of working with others. Find out what your customers need to feel well served and satisfied.
- + Take control of your career and department's reputation.

### **AGENDA:**

1. Learn more about the business goals, objectives and challenges driving your organization.
2. Become more knowledgeable about customers' needs & how to meet those needs.
3. Understand how you and your department are perceived in your organization.
4. Ask more. Assume less®.
5. Become more knowledgeable about your colleagues' preferences, needs likes and dislikes.
6. Gather feedback, enabling you to manage service levels and the impressions you and your department create with colleagues and customers.

### **WHO SHOULD ATTEND?**

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

### **PRESENTATION STYLE**

Useful, engaging and fun. Participants will learn exactly what their internal customers expect and how to manage those expectations. Attendees will leave with a plan of how to quickly improve his/her department's service levels and reputation.

### **PROGRAM LENGTH**

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

### **PROGRAM MATERIALS**



*How to Say Anything to Anyone Book*



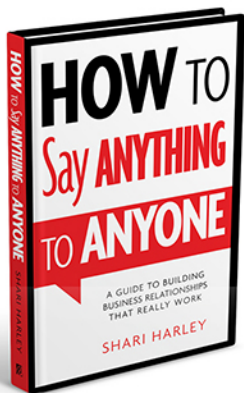
**Candor Questions for Relationship Building at Work**



# 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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