SHARI HARLEY'S **CANDID CULTURE**®

CANDID CULTURE® **EIGHT-STEP**
FEEDBACK FORMULA

#1 **INTRODUCE** THE CONVERSATION.

#2 STATE YOUR **MOTIVE.**

#3 DESCRIBE THE BEHAVIOR - **"I'VE NOTICED."**

#4 STATE THE **IMPACT** OF THE BEHAVIOR.

#5 ASK THE OTHER PERSON FOR HIS/HER PERCEPTION OF THE SITUATION - **BOTH PEOPLE TALK.**

#6 MAKE A **SUGGESTION** OR **REQUEST** - IF S/HE KNEW ANOTHER WAY TO DO IT, S/HE WOULD DO IT THAT WAY.

#7 BUILD AN **AGREEMENT** ON NEXT STEPS.

#8 SAY **"THANK YOU."** ©2017 by Shari Harley

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SHARI HARLEY'S **CANDID CULTURE**®

FRONT

Card 1 (Front)

HOW TO Say ANYTHING TO ANYONE

You can **SAY ANYTHING TO ANYONE** when trust is present.

PEOPLE DON'T DO THINGS THE WAY WE DO, even when we think they should.

TELL PEOPLE WHAT YOU EXPECT when relationships begin. Ask what they expect.

Ask for feedback. **SAY "THANK YOU."**

People treat you **AS YOU TRAIN THEM** to treat you.

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CANDID CULTURE®

BRINGING CANDID CONVERSATIONS BACK TO THE WORKPLACE.™

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Card 2 (Back)

HOW TO Say ANYTHING TO ANYONE

YOU ARE 100% ACCOUNTABLE for your career.

KEEP YOUR WORD. Do the things you say you will do.

KNOW YOUR REPUTATION. Ask how others perceive you.

DON'T GOSSIP. If you have something to say, say it directly to the person involved.

EVERYTHING makes an impression.

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CANDID CULTURE®

BUSINESS RELATIONSHIPS THAT REALLY WORK.™

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BACK