

99.99% of breakdowns with other people are predictable and preventable.

You train people to treat you as they treat you.

Reality Check

Name				
You				
An Internal or External Client				
An Internal or External Client				

Which Candor Questions will you ask?

1. _____
2. _____
3. _____
4. _____
5. _____



Get More Candor Questions at: www.candidculture.com/freestuff.

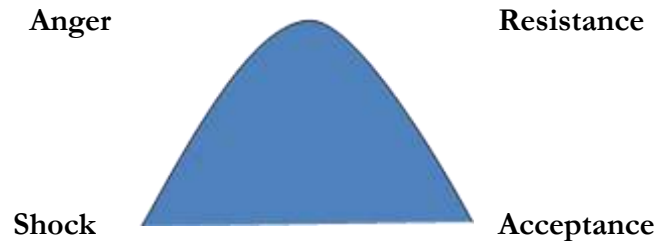
Creating Powerful Working Relationships

Language for all business Relationships:

“I want a good relationship with you. If we work together long enough, I will do something that violates your expectations. When I do, I hope you will tell me. I promise I will say thank you.”

The S.A.R.A. Model - AKA: THE FREAK OUT

The process all human beings go through when they get feedback.



Adapted from: Elizabeth Kubler-Ross

Manage yourself! The less defensive you are, the more information you will get.

Next Steps: Yes, there's homework!

- Have a conversation using the Candor Questions with the people you work most closely with.
- Get more Candor Questions at: www.candidculture.com/freestuff.

The Speaker: Shari Harley runs Candid Culture, a Denver-based training and consulting firm bringing candid conversations back to the workplace, making it easier to tell the truth at work. Before launching her business Shari led leadership development training for OppenheimerFunds, conducted customer service training for American Century Investments, and facilitated training for Dale Carnegie Training. Shari is the author of the book *How to Say Anything to Anyone*. She has a master's degree in Communication and taught leadership development at the University of Denver. Her clients include the Community Reach Center, Behavioral Healthcare Inc., the University of Colorado, CDI - Head Start, the Colorado Department of Education and Peer Assistance Services.



Watch videos and learn more about our training programs at: www.candidculture.com.

Join Shari on Twitter and LinkedIn: Shari Harley. Facebook: Candid Culture.