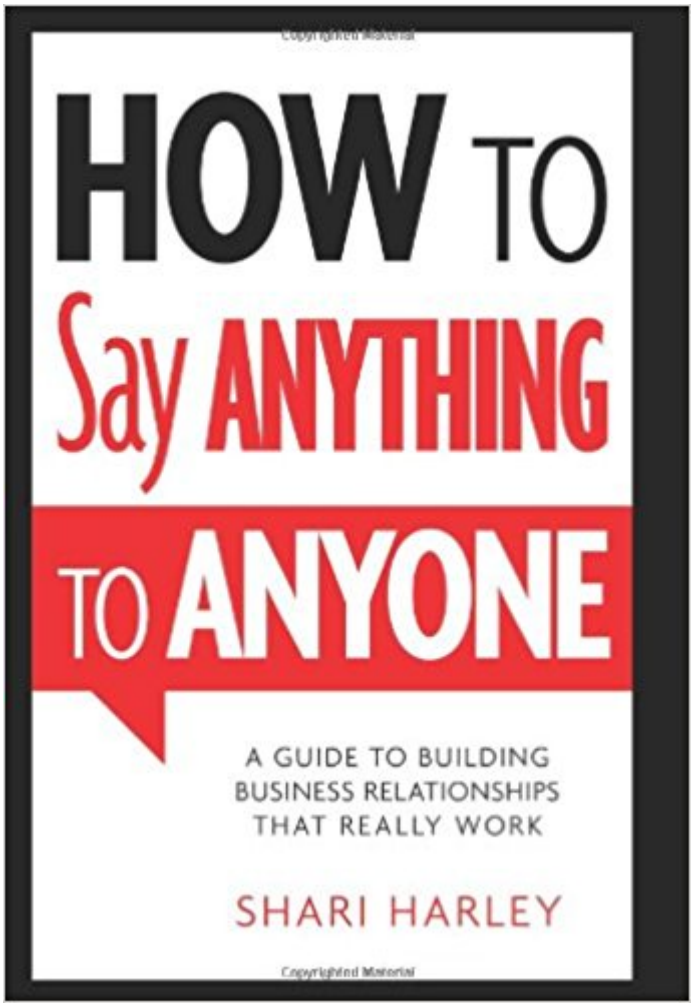
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How To Say Anything To Anyone: A Guide To Building Business Relationships That Really Work



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Synopsis

Take charge of your career by taking charge of your business relationships and communication skills.We all know how it feels when our colleagues talk about us but not to us. It’s frustrating, and it creates tension. When effective communication is missing in the workplace, employees feel like they’re working in the dark. Leaders don’t have crucial conversations; managers are frustrated when outcomes are not what they expect; and employees often don’t get positive feedback or constructive feedback. Many of us remain passive against poor communication habits and communication barriers, hoping that business communication will miraculously improve--but it won’t. Business communication and relationships won’t improve without skills and effort.The people you work with can work with you, around you, or against you. How people work with you depends on the business relationships you cultivate. Do your colleagues trust you? Can they speak openly to you when projects and tasks go awry? Do you have effective communication skills? Ã Â Take charge of your career by eliminating communication barriers and taking charge of your business relationships. Make your work environment less tense and more productive by improving communication skills. Set relationship expectations, work with people how they like to work, and give positive feedback and constructive feedback.In How to Say Anything to Anyone, you’ll learn how to:ask for what you want at workimprove communication skillsstrengthen all types of working relationships reduce the gossip and drama in your office tell people when you’re frustrated and have difficult conversations in a way that resonates take action on your ideas and feelingsget honest positive feedback and constructive feedback on your performanceHarley shares the real-life stories of people who have struggled to get what they want at work. With her clear and specific business communication roadmap in hand, Harley enables you to improve communication skills and create the career and business relationships you really want--and keep them.

Book Information

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Customer Reviews

''This book will make you a better leader! How to Say Anything to Anyone will give you the keys and the confidence to be honest and open with the people you lead.'' --Chester Elton, author of The Carrot Principle and The Orange Revolution ''How to Say Anything to Anyone makes the case for candor and provides practical ideas that will improve your relationship skills and communication effectiveness.'' --Mark Sanborn, author of The Fred Factor ''Few other resources offer such detailed and explicit steps to improving workplace relationships. Highly recommended for stakeholders to C-level.'' --Debra Fine, author of The Fine Art of Small Talk ''As enjoyable as it is instructive, How to Say Anything to Anyone gives business leaders the right advice to take their company and their employees to the next level.'' --Marshall Goldsmith, Million-selling author or editor of 32 books, including the New York Times bestsellers, MOJO and What Got You Here Won't Get You There How to Say Anything to Anyone: A Guide to Building Business Relationships that Really Work lives up to its title as a user-friendly, step-by-step guide to communicating well, building trust, obtaining honest feedback on one's performance in the workplace, and much more. Especially valuable for its phrasing recommendations that emphasize politeness, confidence, and respect, How to Say Anything to Anyone is also extraordinarily useful as a self-help book to improve one's relationships outside of the business sphere. ''...my recommended answer to feedback is 'Thank you,' even if you think the person has no idea what he is talking about and is dead wrong. How accurate he is doesn't matter. What matters is that you find out how you and your department are being perceived. Once you receive and digest that information, you can figure out how to respond. But during the initial conversation, 'Thank you' is the right answer.'' From how to respond if one is suddenly promoted and put in charge of one's former peers, to dealing with chronically absent bosses, or even what to say to a co-worker who cc's every emailed request she makes to the whole team, How to Say Anything to Anyone is packed with indispensable tips, tricks, techniques, and suggestions from cover to cover. Highly recommended. --James A. Cox, Editor-in-Chief, Midwest Book Review''Let me be candid...anyone who wants better relationships - professional or personal - must read this book! It will have a profound impact on how you interact with employees, bosses, customers, and spouses.'' --Stephen Shapiro, author of Best Practices Are Stupid and Personality Poker ''How to Say Anything to Anyone is a rousing call to action for creating a candid company

culture. Highly recommended.'' -- --Keith Ferrazzi, bestselling author of Never Eat Alone''Let me be candid...anyone who wants better relationships - professional or personal - must read this book! It will have a profound impact on how you interact with employees, bosses, customers, and spouses.'' --Stephen Shapiro, author of Best Practices Are Stupid and Personality Poker ''How to Say Anything to Anyone is a rousing call to action for creating a candid company culture. Highly recommended.'' ---- Keith Ferrazzi, bestselling author of Never Eat Alone

Shari Harley started her career selling and facilitating programs for Dale Carnegie Training. She has also provided training for American Century Investments, led leadership development and succession planning for OppenheimerFunds, and taught leadership courses at the University of Denver. She holds a MA in communication from the University of Denver and a BA in psychology from Washington University in St. Louis, MO. In 2007 Harley left her corporate career to launch Candid Culture, a training and consulting firm that seeks to bring candor back to the workplace, creating a safe haven for employees and managers to speak honestly. Shari is known globally as an engaging, funny, content-rich business speaker, trainer, and consultant. Her practical approach to making business relationships work has enabled her to speak and train throughout the United States and in Singapore, Thailand, Malaysia, India, Dubai, and Australia. Shari has a passion for international travel and there are few places she won't go. When not traveling, speaking, or training, Shari spends as much time as possible outside. She lives in Denver, Colorado.

This book is really more about how to converse about difficult issues in a work environment. The author's approach is very direct; and while that mat be the best approach with some people- it will certainly alienate others.I wished the author would have written more on approaching difficult conversations differently for different personality types. Sometimes a subtle, softer, yet concisely worded approach is more effective than the "direct" approach the author advocates.

I bought this book because I have encountered some problems communicating with higher rank people. I haven't exactly read the part that speaks to my situation directly, but the book in general is helpful.

Genius. I wish I had read this years ago. I'm a huge fan of Shari Harley and I love her work. This book gives you a million useful tips on how to have a good relationship with your co-workers, direct reports, and bosses. Her tips are unique and super helpful. Read it!

Ask anyone who knows me. I have never had any issue about airing whatever is on my mind to whatever audience exists. I got a copy of this book and of course my initial reaction was, "why do I need this?".I read it anyway and I have to say that Ms. Harley has put together a good guide to not just saying anything but the appropriate way to say it (and even when it is better to hold back). She demonstrates the different types of issues that one is likely to encounter (mostly) in work and in life and supports them with anecdotal evidence of how things went for the subjects and how things could have gone differently. She analyzes the situation and offers explanations on how each party can perceive the same situation differently and concludes with how to circumvent issues that often arise from lack of proper communication. Thus she teaches the reader how to say anything to anyone.If you work for someone, have someone work for you or ever leave the house then there is something useful in this book for you and I highly recommend it.

Good book with lots of information on how to deal with impossible people!

Great book. I highly recommend this.

I use this book, and Ms. Harley's "recipe" for saying anything to anyone, as a reference for a Leadership class that I teach for the maritime industry. Relatable, easy to digest and put into operational practice. Check out her youtube page, too, for great examples that complement the book.

Love this book by Shari Harley. We give this book to every salaried employee in our company as part of giving and receiving feedback training. A straightforward and simple approach to having candid and meaningful conversations.

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