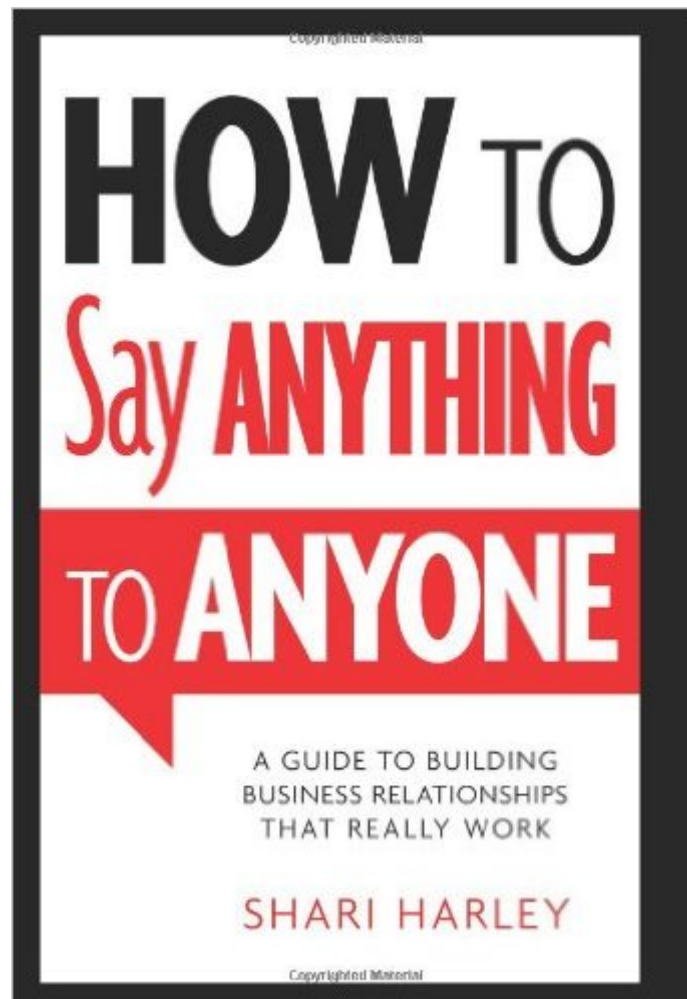


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# How To Say Anything To Anyone: A Guide To Building Business Relationships That Really Work



## 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? 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 work improve communication skills strengthen 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 feelings get honest positive feedback and constructive feedback on your performance Harley 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

Hardcover: 176 pages

Publisher: Greenleaf Book Group Press; 1 edition (January 8, 2013)

Language: English

ISBN-10: 1608324095

ISBN-13: 978-1608324095

Product Dimensions: 5.5 x 0.8 x 8.6 inches

Shipping Weight: 12 ounces (View shipping rates and policies)

Average Customer Review: 4.7 out of 5 stars See all reviews (78 customer reviews)

Best Sellers Rank: #25,936 in Books (See Top 100 in Books) #11 in Books > Business & Money > Human Resources > Conflict Resolution & Mediation #17 in Books > Reference > Etiquette > Conversation

## Customer Reviews

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 may 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.

Many of us think we are good at clearly communicating - or perhaps we deliberately avoid conflict - at home or at work. This book is chock full of healthy reminders, tips, suggestions and guidance on how to communicate - while finding the balance of knowing when to step back. Shari says "In the absence of knowledge, people fill in the gaps. Give more information than you think you need to give." Great reminder to not leave people guessing. Say what you want to say, be kind, follow-up, and stay tuned in. This is one solid example of the kinds of eye-opening and healthy reminders filled in this book to help anyone looking to create a happier work environment with the relationships we strive to create up, down, and across our organizations. This book is a MUST have to any leader looking to better manage up - or manage down. Buy this book and refer to it often!

As an employment lawyer, I counsel companies on a daily basis on how to communicate with their employees. This excellent book gives great, step by step advice on how to have a difficult conversation with an employee (her example, an employee with body odor, suggesting that the best lead off line is "I've noticed..." and then into the behavior. She understands the power of questions, including the these two questions that every manager must ask to retain employees: (1) "What are the three things that will keep you with this organization?"; (2) "What is the one thing that would make you leave the organization?" The book is peppered with these gems, and weighing in at a mere 168 pages, it is a true field guide for employment lawyers and human resources.

This was a good read. The author brings out some really good ideas and supports them with real life examples, which help keep things in perspective. I would recommend this and will likely read a 2nd time in the not too distant future.

In *How to Say Anything to Anyone* Shari Harley presents a Guide to Building Business Relationships That Really Work. Key concept: candor. Candor is making a commitment to talk about things as they happen, not 6 months after the fact. When candor's missing, gossip, tensions and secret agendas arise. Many of us remain passive against broken, indirect communication habits, hoping that things will miraculously improve? Unfortunately, that will not happen. It takes skills and effort to lead 360 degrees. Be the change you want to see in the world around you. How people work with you depends on the relationships you cultivate. So build trust and rapport, avoid gossiping, give and receive feedback in an orderly manner and without prejudice. Set relationship expectations, assume less and ask much more. What do your colleagues or boss expect? Will your approach be accepted? Take action on your ideas and feelings. It will make the workplace a happier place to stay and business relationships last longer. Harley repeats her messages often, both in formulas, steps and crafted cases and real-life stories, which makes her guide boring at times. Nevertheless these lessons can't be practiced enough. From a simple 'thank you' after receiving feedback, avoiding a cc: email culture to an intentional introduction in a new job.

I attended one of Shari's seminars and received this book as part of the offering. It addresses those areas that are seemingly no-brainers, but yet are so difficult for many leaders to approach. Shari's process simplifies what one must do to resolve these issues and leaves everyone involved feeling good about themselves. I have since purchased several copies for distribution throughout my organization...I get nothing but rave responses from my leadership staff. I'm considering bringing Shari in for an in-house training session.

The need for candid conversations within business is apparent. So why are so few happening? In *How to Say Anything to Anyone*, Shari Harley unravels this mystery and powerfully conveys both an easy to replicate formula and compelling "why" for delivering candid conversations. As a 20 year HR veteran, I have personally seen the detrimental effects that forgoing these conversations can have. It is LOADED with practical, useful, and easy to apply gems that walk you step-by-step through the process of setting up and delivering effective communications to literally anyone! This book is a must read for: \* employees who want to excel in their current role and stand out from the pack \* new employees and hiring managers who want start things off on the right foot \* managers who want to ensure their team's success, and in turn, their own \* leaders or team members who have ever been challenged with giving feedback that makes a difference, and \* sales people who want to impact

their bottom line. While I am aware that the book was written for application within a business setting, I found my thoughts drifting to those conversations that were still outstanding with my brother, my friends, my parents or my boyfriend. I could see how using these tools and principles within my own personal relationships would have a significant impact. The truth of the matter is - How to Say Anything to Anyone is a fitting title and is a must read for ANYONE who wishes to make ANY relationship productive.

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