

MANAGING YOUR PROFESSIONAL IMAGE

A SEAT AT THE TABLE

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They will Surprise You Every Time

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- People do not do things the way we do them, even when we think they should
- Do not assume people know what you expect
- Set expectations before challenges occur so you can deal with them easily when they do, and they will

Tip Number One:

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**You train people to treat
you as they treat you**

Agenda

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- ❑ Paving the Way to Powerful Working Relationships
- ❑ Setting Expectations
- ❑ Building Trust and Rapport
- ❑ Purchasing Manager as Business Consultant

It is All About the Relationship

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- Get to know your clients, colleagues, direct supervisor and your direct reports better than you do today
- Tell the people you work with what you expect, when the relationships begin
- Ask what they expect
- Ask for feedback and suggestions
 - ▣ Few people do
 - ▣ You will earn a great deal of respect for doing so

Ask for Feedback and Mean It

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- ▣ What are your impressions of the Purchasing Department?
- ▣ What is your understanding of what we do?
- ▣ What are you expecting from us?
- ▣ What are you not expecting?
- ▣ Tell me about a time we let you down.
- ▣ Tell me about your business goals?
 - What do the next few years look like?

PM as Consultant, Being Invited to the Table

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- ▣ Can I come to your team meetings?
- ▣ What are you working on this year?
- ▣ Can I do a short presentation for your staff about what we do?
- ▣ Do you prefer email or voicemail?

PM as Consultant, Being Invited to the

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Table

- ❑ Do you prefer scheduled appointments or drop by's?
- ❑ How do you prefer to be interrupted when you're working and focused?
- ❑ How will I know when you're frustrated?

Tips for Getting More Feedback

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- If you don't know someone's perceptions, you can't manage them
- Ask for it!
- Promise you'll take it well.
- Say thank you!
- Ask for more information
- Follow up
 - ▣ "We've taken the following actions."

The S.A.R.A. Model

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- Shock
- Anger
- Resistance
- Acceptance

The process all human beings go through when they get feedback

Building Trust

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- ❑ Set expectations.
- ❑ Do the things you say you will do. Keep your word.
- ❑ Tell the truth.
- ❑ If you cannot do something, say so as soon as you know.
- ❑ Do not gossip.
- ❑ If you have something to say, say it directly to the person involved.

You Hold the Key

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- You train people to treat you as they treat you

- Create:
 - ▣ An environment in which people want to work with you
 - ▣ Powerful working relationships