MANAGING YOUR PROFESSIONAL IMAGE

A SEAT AT THE TABLE

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They will Surprise You Every Time

- 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:

You train people to treat you as they treat you
Agenda

- Paving the Way to Powerful Working Relationships
- Setting Expectations
- Building Trust and Rapport
- Purchasing Manager as Business Consultant
It is All About the Relationship

- 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

- 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?
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
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

- 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

- Shock
- Anger
- Resistance
- Acceptance

The process all human beings go through when they get feedback
Building Trust

- 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

- You train people to treat you as they treat you

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