



Dale Carnegie Course

**Dale
Carnegie**

Your Path to Personal and Professional Success.

When you look at successful people, what do you see? Confidence. Competence. Enthusiasm. They're engaged in all aspects of their work and life, inspiring others as they lead by example.

The Dale Carnegie Course will help you master the human relations skills that enable you to thrive in any setting. You'll discover how to form closer, more rewarding relationships built on trust and respect. Increasing your confidence and competence in interacting with others will gain the influence you need to reach new heights in your personal and professional life.

As you become a persuasive communicator and problem-solver more adept at managing stress and handling change, you'll find yourself inspiring others to take initiative and innovate.

The Dale Carnegie Course will help you master the communication skills necessary in today's demanding business environment. You will learn to strengthen interpersonal relationships and develop a commanding attitude, instilling confidence and enthusiasm in your workplace.

Does the experience make a difference? Clients say yes. You'll see the results as you stretch your abilities, tackle complex challenges, expand your ingenuity, and excel in building team harmony. The Dale Carnegie Course will focus your energy to become a more effective communicator, securing your place as a valued contributor in your organization.

What We Will Cover

- Recalling and using names
- Building on memory skills and enhancing relationships
- Cultivating lasting relationships
- Inspiring others
- Presenting ideas clearly and concisely
- Handling conflict diplomatically
- Power of persuasion
- Managing stress
- Adapting to different communication styles
- Demonstrating leadership
- Importance of celebrating achievements





Learn How To

- Use a proven process to recall names and facts
- Communicate more confidently
- Build trust and persuade people to take action
- Project an enthusiastic attitude
- Communicate logically, clearly and concisely
- Energize and engage listeners
- Create a safe and caring environment
- Manage stress and minimize worry
- Strengthen relationships
- Give constructive feedback that empowers others
- Encourage positive thinking
- Identify and reward successes
- Commit to continuous improvement

Who Should Attend

Professionals at all levels who wish to optimize their performance, lead with conviction and positively affect the bottom line.

Format

Twelve Weeks, Eight Weeks or
Three Days

Dale Carnegie Course

For the most up-to-date listing of class schedules and for more information, please visit us online at: **dalecarnegie.com**

The Bottom Line...

The Dale Carnegie Course, Delivers Results

Automotive Audi BMW AG (Wallis Motors RT) Ford Motor Company General Motors Acceptance Corp. Mercedes-Benz Porsche AG Toyota Astra Motor	Kuwait Oil Company Pilipinas Shell Petroleum	Hormel Foods Interbrew Nestle Purina AB Pepperidge Farm, Inc. Sara Lee Corporation Stanfilco Division of Dole Philippines Unilever	DuPont Indonesia Hitachi Metals America, Ltd. Hong Kong Oxygen & Acetylene Co. Ltd Hunter Douglas Ingeniería Gastronómica International Trucks JanPak John Deere Lear Corporation Liz Claiborne Mitsui O.S.K. Lines, Ltd. Philip Morris International Sappi UK Securitas Star Shipping Argentina S.A. Synthes Tetra Pak PT Thomas & Betts Tirtha RIA USA Screen Printing 3M Company	Service Companies 1-800-Flowers.com ADT Security Services American Dental Service American Heart Association American Red Cross ARAMARK BBC Worldwide Chicago Bulls Cinecolor Argentina Finning International, Inc. (Canada) Hapag-Lloyd HDR Inc Manpower Manchester City Football Club March of Dimes Northrop Grumman NYC Transit Reed & Mackay Travel Ltd Thomson Learning Iberoamerica United States Postal Service United Water United Way Worldwide US Coast Guard US Navy UNICEF
Communication & Information Systems ABC Cable Networks Group Alcatel Indonesia Aspect Communications AT&T Comcast Cox Communications Standard & Poor's Telmex Time Warner Cable Verizon WESTEL Mobile Telecommunication Co.	Financial & Insurance Services ABN AMRO Bank AEGON Insurance Co. Al Rajhi Bank AutoOne Insurance Axa Insurance Ahold USA Allstate Insurance Company Banco de México Bank of America Bank Central Asia Bank of Tokyo-Mitsubishi UFJ Cigna Health Insurance Citigroup Commercial Bank of Kuwait (CBK) Deloitte LLP Empire BlueCross BlueShield Equitas Farmers Insurance Group JPMorgan Chase Merrill Lynch Municipal Credit Union Navy Army Community Credit Union Nordea Bank Sverige Progressive Corporation Sovereign Bank State Bank of India	Healthcare & Pharmaceuticals AstraZeneca Sanofi-Aventis U.S. LLC BAYADA Nurses Boulder Community Hospital Bristol-Myers Squibb Dankos Laboratories Tbk Evans Vaccines Ltd GlaxoSmithKline IDEXX Jacob Healthcare Johnson & Johnson Kwong Wah Hospital Laboratorium Klinik Prodia	Retail Ace Hardware Best Buy Costco Wholesale Domino's Pizza Dunkin' Donuts Enterprise Rent-A-Car The Home Depot McDonald's Corporation Radco Food Stores Staples Target Corporation T.J. Maxx Walmart Wawa	Technology Apple Binatone Global Ciudad Internet IBM Intel Microsoft Oracle VoxCom WebMD
Education Colorado State University Fordham University Harvard University London Business School Pennsylvania State University Universitas Surabaya Universidade Potiguar Washington State University	Food & Beverage Anheuser-Busch Campbell Soup Company Cargill Coca-Cola Enterprises Coors Brewing Company Frito-Lay	Hospitality Argosy Casino Hotel & Spa Dwidaya Tour & Travel Four Seasons Hotel Las Vegas Hampton Inn & Suites InterContinental Buenos Aires The Kahala Hotel and Resort Radisson Hotels	Manufacturing & Shipping Adidas Alcan Packaging Baker Concrete Construction Caterpillar, Inc. Delami Garment Industries	
Energy Services Alstom BP Chemicals Chevron Energy Solutions ExxonMobil				

Case Study

Customer

Keurig Green Mountain

Type of Business

Specialty Coffee/Wholesale Retail

Number of Employees 6,000+

“Our business aim in working with Dale Carnegie was really to empower our individuals so they had the confidence to step forward, speak up, participate, and take charge of their lives and their careers.”

- Bob Stiller, Founder, Keurig Green Mountain

Challenge:

Keurig Green Mountain, after enjoying steady success in its core market, decided it would begin expansion efforts. In order to safeguard its culture and prepare its employees for the challenges ahead, it needed to step up its training initiatives.

Solution:

The Dale Carnegie Course would immerse Keurig Green Mountain employees in a rigorous time-phased training curriculum that balanced individualized coaching with group training. During the course participants engaged in a continuous cycle of improvement, during which they transitioned between the classroom and the workplace, putting principles into practice and getting feedback from their peers.

Results:

Advances in innovation and idea sharing have led to a proliferation of breakthrough projects and creative ideas that have helped improve efficiency and continue steady expansion.