



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

12 Weeks, 8 Weeks or 3 Days

Dale Carnegie Course

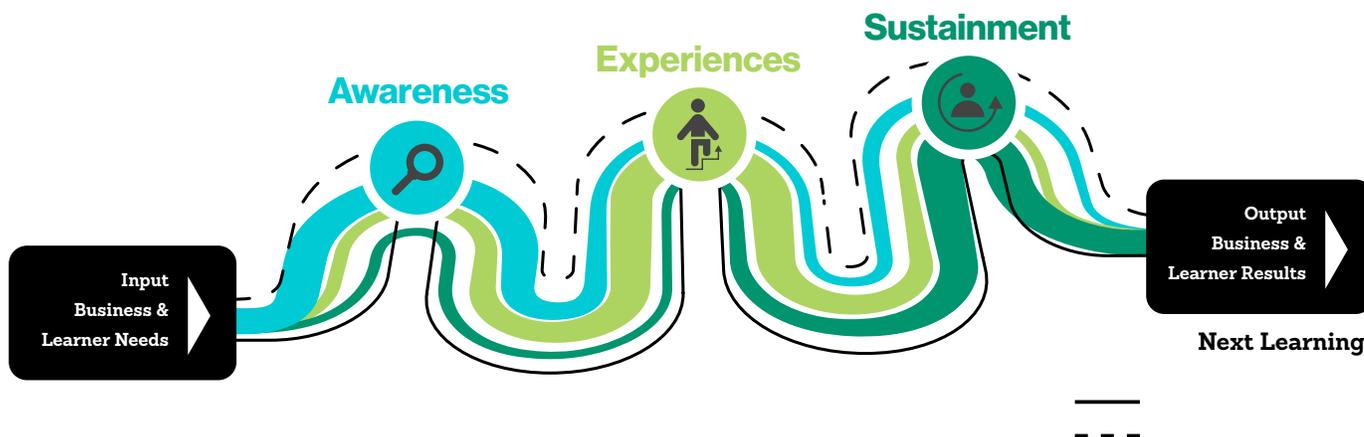
For the most up-to-date listing of class schedules and more information, please visit us online at:

dalecarnegie.com

Performance Change Pathway™

The Dale Carnegie Design and Delivery Framework

The Dale Carnegie experience engages learners from the initial contact through follow-up and support to reinforce key behaviors. Our methodology supports the development of skills and habits needed to sustain performance change. We believe that the emotional shift is as important as the behavior shift. That's why our Performance Change Pathway™ shows our deliberate approach to create training programs that drive improved performance.



Dale Carnegie's Performance Change Pathway™ encompasses five key components: Input, Awareness, Experience, Sustainment and Output. We know that these components are essential to the design and delivery of our programs. They formulate a continuous learning path for participants to drive organizational results.

The Bottom Line...

The Dale Carnegie Course Delivers Results

Automotive

Audi
Ford Motor Company
General Motors Acceptance Corp.
Mercedes-Benz
Porsche AG
Toyota Astra Motor

Communication & Information Systems

ABC Cable Networks Group
Alcatel Indonesia
Aspect Communications
AT&T
Comcast
Cox Communications
Standard & Poor's
Telmex
Verizon

Energy Services

Alstom
BP Chemicals
Chevron Energy Solutions
ExxonMobil
Kuwait Oil Company
Pilipinas Shell Petroleum

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
NavyArmy Community Credit Union
Nordea Bank Sverige
Progressive Corporation
Sovereign Bank
State Bank of India

Food & Beverage

Anheuser-Busch
Campbell Soup Company
Cargill
Coca-Cola Enterprises
Coors Brewing Company
Frito-Lay
Hormel Foods
Interbrew
Nestle Purina AB
Pepperidge Farm, Inc.
Sara Lee Corporation
Stanfilco Division of Dole Philippines
Unilever

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

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
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

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

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

Technology

Apple
Binatone Global
Ciudad Internet
IBM
Intel
Microsoft
Oracle
VoxCom
WebMD