

Program Title

THE DALE CARNEGIE COURSE

The revolutionary Dale Carnegie Course approach uses team dynamics and intra-group activities to help people master the capabilities demanded in today's tough business environment. Participants learn how to strengthen interpersonal relations, manage stress, and handle fast-changing workplace conditions. They're better able to perform as persuasive communicators, creative problem-solvers and focused leaders. What's more, people develop a take-charge attitude that allows them to initiate with confidence and enthusiasm.

Drivers for Success

Developing Greater Self-Confidence by:

- Having a greater belief in myself and my abilities
- Being willing to express my opinions and ideas
- Communicating more assertively
- Being more decisive in making decisions
- Maintaining a positive attitude, appearance, and demeanor

Developing Better Communication Skills by:

- Speaking more effectively to groups, in meetings, and one to one
- Being more clear and concise
- Communicating with greater confidence and conviction
- Selling my ideas with more enthusiasm and persuasiveness
- Being a better listener - more attentive and sensitive

Developing Better People Skills/Human Relations by:

- Demonstrating a sensitivity and genuine interest in others and their ideas
- Looking for and expressing positives rather than negatives towards others
- Being able to disagree in an agreeable way
- Remembering people's names
- Being seen as friendly and cooperative

Developing Improved Leadership Skills by:

- Motivating and inspiring people (leading versus driving)
- Being recognized as enthusiastic, open, and approachable
- Demonstrating flexibility and adaptability
- Obtaining willing cooperation from others
- Effectively conducting problem-solving meetings

Developing the Ability to Control Excessive Stress and Worry by:

- Managing excessive stress and tension
- Exhibiting the willingness to take on more challenges and risks
- Demonstrating a more balanced life
- Displaying more flexibility, less rigidity
- Making life more interesting and satisfying



The Dale Carnegie Course — Overview

Session 1 — Laying the Groundwork for Success

- Recognize the potential to achieve breakthrough goals
- Create a personal vision
- Use the five drivers of success

Session 2 — Remembering Names & Developing Courage

- Apply a proven memorization process
- Concentrate on one person at a time
- Recognize common needs and challenges people share

Session 3 — Strengthen Relationships & Increasing Self-Confidence

- Identify personal "defining moments"
- Discover how past events shape behavior
- Move beyond the comfort zone

Session 4 — Setting Breakthrough Goals & Recognize Achievements

- Inventory past achievements
- Identify patterns of success
- Focus on strengths

Session 5 — Using the Power of Enthusiasm & Become More Persuasive

- Create excitement
- Use a pep talk to spark interest and surmount challenges
- Communicate clearly and concisely

Session 6 — Crashing Through Barriers & Making our Ideas Clear

- Express beliefs with conviction
- Reduce self-consciousness and fear
- Being clear when giving directions

Session 7 — Strengthening Relationships & Gaining Enthusiastic Cooperation

- Create "win-win" relationships and environments
- Become sincere and genuine in personal interactions
- Applying human relations principles

Session 8 — Realize the Power of Recognition

- Concentrate on the strengths in others
- Developing skills in giving and receiving positive feedback
- Discover the value of sincere appreciation

Session 9 — Develop Flexibility

- Understand the power of risk-taking
- Conquer self-consciousness
- Open up to risk, change and opportunity

Session 10 — Stating Opinions & Overcoming Worry and Stress

- Organize thoughts with a sure process
- Use evidence to support ideas
- Triumph over adversity

Session 11 — Demonstrate Leadership & Inspiring Others

- Coaching and influencing others attitudes
- Deal with mistakes effectively
- Encouraging others to take action

Session 12 — Identifying Breakthrough Results

- Evaluate personal growth
- Set measurable goals
- Track achievements
- Strive for continuous improvement



The Dale Carnegie Course®

Assessment Sheet – to be completed by the employer, supervisor, or coworker

Participant's Name: _____

Manager/Mentor: _____

Company: _____

Phone: _____

Please indicate by circling the appropriate number, your perception of this participant's strengths in each of these key areas.

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
1. Demonstrates self confidence by:					
a. having a belief in themselves and their abilities	5	4	3	2	1
b. being willing to express their opinions and ideas	5	4	3	2	1
c. communicating assertively	5	4	3	2	1
d. being decisive in making decisions	5	4	3	2	1
e. maintaining a positive attitude, appearance, demeanor	5	4	3	2	1
2. Demonstrates communication skills by:					
a. speaking effectively to individuals, groups, and in meetings	5	4	3	2	1
b. being clear and concise	5	4	3	2	1
c. communicating with confidence and conviction	5	4	3	2	1
d. selling their ideas with enthusiasm and persuasiveness	5	4	3	2	1
e. being a good listener – attentive and sensitive	5	4	3	2	1
3. Demonstrates people skills/human relations by:					
a. showing a sensitivity & genuine interest in others & their ideas	5	4	3	2	1
b. looking for & expressing positives rather than negatives toward others	5	4	3	2	1
c. being able to disagree in an agreeable way	5	4	3	2	1
d. remembering people's names	5	4	3	2	1
e. being seen as friendly and cooperative	5	4	3	2	1
4. Demonstrates leadership skills by:					
a. motivating and inspiring people (leading versus driving)	5	4	3	2	1
b. being recognized as enthusiastic, open, and approachable	5	4	3	2	1
c. showing flexibility and adaptability	5	4	3	2	1
d. obtaining willing cooperation from others	5	4	3	2	1
e. effectively conducting problem-solving meetings	5	4	3	2	1
5. Demonstrates the ability to control excessive stress and worry by:					
a. managing excessive stress and tension	5	4	3	2	1
b. exhibiting willingness to take on challenges and risks	5	4	3	2	1
c. demonstrating a balanced life	5	4	3	2	1
d. displaying flexibility rather than rigidity	5	4	3	2	1
e. finds life interesting and satisfying	5	4	3	2	1

What needs to happen for you to consider this a worthwhile investment?



The Dale Carnegie Course®

Skill Assessment Sheet – to be completed by participant

Name: _____
 Company: _____

Title: _____
 Phone: _____

What do you want to accomplish by taking the Dale Carnegie Course® and why is it important to you?

Please indicate by circling the appropriate number, what you perceive your strengths to be in each of these key areas.

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
1. I demonstrate self-confidence by:					
a. having a belief in myself and my abilities	5	4	3	2	1
b. being willing to express my opinions and ideas	5	4	3	2	1
c. communicating assertively	5	4	3	2	1
d. being decisive in making decisions	5	4	3	2	1
e. maintaining a positive attitude, appearance, demeanor	5	4	3	2	1
2. I demonstrate communication skills by:					
a. speaking effectively to individuals, groups, and in meetings	5	4	3	2	1
b. being clear and concise	5	4	3	2	1
c. communicating with confidence and conviction	5	4	3	2	1
d. selling my ideas with enthusiasm and persuasiveness	5	4	3	2	1
e. being a good listener – attentive and sensitive	5	4	3	2	1
3. I demonstrate people skills and good human relations by:					
a. showing a sensitivity & genuine interest in others & their ideas	5	4	3	2	1
b. looking for & expressing positives rather than negatives toward others	5	4	3	2	1
c. being able to disagree in an agreeable way	5	4	3	2	1
d. remembering people's names	5	4	3	2	1
e. being seen as friendly and cooperative	5	4	3	2	1
4. I demonstrate leadership skills by:					
a. motivating and inspiring people (leading versus driving)	5	4	3	2	1
b. being recognized as enthusiastic, open, and approachable	5	4	3	2	1
c. showing flexibility and adaptability	5	4	3	2	1
d. obtaining willing cooperation from others	5	4	3	2	1
e. effectively conducting problem-solving meetings	5	4	3	2	1
5. I demonstrate the ability to control excessive stress and worry by:					
a. managing excessive stress and tension	5	4	3	2	1
b. exhibiting willingness to take on challenges and risks	5	4	3	2	1
c. demonstrating a balanced life	5	4	3	2	1
d. displaying flexibility rather than rigidity	5	4	3	2	1
e. finding life interesting and satisfying	5	4	3	2	1

