



DALE CARNEGIE COURSE: EFFECTIVE COMMUNICATIONS AND HUMAN RELATIONS

LEARN HOW TO

- Tackle complex challenges
- Generate more and better ideas
- Excel as a consensus builder
- Communicate clearly and concisely
- Reduce self-consciousness and fear
- Use Dale Carnegie's 5 drivers of success
- Apply thirty human relations principles that are guaranteed to make you more effective
- Project an executive image
- Turn adversaries into colleagues
- Gain cooperation with an appeal that works every time
- Sell yourself and your ideas

Look around you at successful business people, world leaders, professional athletes and entertainers. You'll find a disproportionately high number of *Dale Carnegie Course®: Effective Communications and Human Relations* graduates.

This course will help you master the capabilities demanded in today's tough business environment. You'll learn to strengthen interpersonal relationships, manage stress and handle fast-changing workplace conditions. You'll be better equipped to perform as a persuasive communicator, problem-solver and focused leader. And you'll develop a take-charge attitude initiated with confidence and enthusiasm.

In short, the course will power you to move far beyond your comfort zone as you stretch for - and attain - ambitious new goals.

Dale Carnegie Training® research has identified key attributes that distinguish top performers. These attributes have been incorporated into a process that coaches you through our four phase, continuous-improvement cycle.

FORMAT

12-week course running one night per week for 3.5 hours per session. This time-spaced learning methodology allows you to practice between sessions and bring your experiences to class for coaching (Times may vary according to location).

CONTACT

WHO SHOULD ATTEND

Employees at all levels in a corporation who seek to maximize their performance, become stronger leaders and add more value to the organization.



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ON-SITE DELIVERY

Our corporate consultants will work with you to create customized solutions to assist you in achieving the specific objectives and goals of your organization. Please contact the Dale Carnegie Training® office in your area if you wish to have a course or seminar offered on-site at your location.

TRANSFER & CANCELLATION POLICY

Please contact the Dale Carnegie Training® office in your area for transfer and cancellation policy information.

CONTACT

WHAT YOU WILL COVER

Module 1

Build a foundation for success
recall and use names

Module 2

Build on our memory skills and
Enhance Relationships
Increase our self-confidence

Module 3

Revitalize ourselves
Recognize our achievements

Module 4

Energize our communications
Organize our ideas to get action

Module 5

Put stress in perspective
Unleash our full potential

Module 6

Make our ideas clear
Think on our feet

Module 7

Cultivate strong relationships
Create a positive environment

Module 8

Build others through recognition
Realize the power of enthusiasm

Module 9

Influence others through
leadership
Develop more flexibility

Module 10

State our opinions with credibility
Come to grips with stress

Module 11

Demonstrate leadership
Inspire others

Module 12

Celebrate success
Renew our goals

FEDERAL GOVERNMENT DISCOUNTS

Dale Carnegie Training® is available for your agency through the GSA Federal Supply Schedule #GS-10F-0329K.

Dale Carnegie Training® gives you exactly what you need to enhance your agency's professional capabilities and results in order to:

Maximize leadership potential

Improve communications, cooperation and trust

Build strong teams, motivation and morale

Increase results with internal and external customers

To get more information regarding courses and seminars currently offering Federal Government discounts or to view pricing information, please visit www.dalecarnegie.com/gsa



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CREDITS

CEU Credits—4.2

College Transfer Credits—3

CERTIFICATION

Dale Carnegie's Product and Trainer Development management systems are ISO 9001:2000 certified through the Bureau Veritas Quality International (BVQI).

BVQI is an internationally recognized and well-respected ISO registrar that provides objective third party review through semi-annual audits. The scope of our ISO 9001:2000 certification includes our Product Development, Assessment & Measurement, Carnegie University-Trainer Development & Certification, Internal Sales Training, Product Customization, and Internal Consulting Systems.

CONTACT

ACCREDITING ASSOCIATIONS

Accrediting Council for Continuing Education and Training

The Accrediting Council for Continuing Education and Training (ACCET) was founded in 1974, for the purpose of improving continuing education and training, and has been officially recognized by the U.S. Department of Education, since 1978, as a "reliable authority" as to the quality of education and training provided by the institutions they accredit. Dale Carnegie Training® has been accredited by ACCET since 1978 and as a result, graduates will each receive ACCET Continuing Education Units (CEUs).

Graduates of Dale Carnegie Training® are eligible to receive a predetermined number of ACCET "Continuing Education Units" based on classroom hours.

American Council on Education

The American Council on Education (ACE) - the unifying voice for higher education - has reviewed *Dale Carnegie Course®: Effective Communications and Human Relations* and found it to be in compliance with the rigorous control standards required by ACE and, as such, are considered college level quality.

In view of this, ACE is recommending to colleges and universities throughout the United State that individuals completing Dale Carnegie Training® beginning in January 1981 may be eligible for college transfer credit.

**For More Information or To Register
Please Visit www.dalecarnegie.com**