



The Dale Carnegie Course

Program Overview

Session 1: Developing personal leadership/achieving organizational results

- Learn methods to connect with others
- Familiarize ourselves with the Five Drivers of Success
- Expand our capacity to achieve our vision by committing to breakthroughs
- Focus on people as individuals
- Create positive first impressions
- Use methods for remembering names

Session 2: Build on memory skills, enhance relationships & increase self-confidence

- Apply a process for memory improvement
- Become familiar with the principles for improving human relationships
- Identify opportunities for improving professional relationships
- Use our experiences to communicate more confidently
- Communicate with clarity and conciseness
- Discover how past experiences influence behavior

Session 3: Put stress in perspective & enhance relationship and motivate others

- Recognize the impact negative stress has on our results and effectiveness
- Commit to using concepts and principles to better handle stress
- Discover more effective ways to business professionals to prepare for and address challenges
- Communicate persuasively and concisely to move people toward action
- See how consistent application of Human Relations Principles improve results
- Discover how relationships help us advance toward our goals

Session 4: Energize our communication & make our ideas clear

- Recognize that including action in our communication releases nervous energy
- Become more natural when communicating with others
- Become more animated to energize and engage others
- Demonstrate clarity when giving directions
- Learn to present information in a logical sequence
- Reinforce the value of demonstrations when explaining information



Session 5: Disagree agreeably & gain willing cooperation and commit to influence others

- Demonstrate a process to organize our thoughts in impromptu situations
- Communicate our ideas effectively even when we disagree
- Strengthen our personal opinions
- Influence people through trust and respect
- Achieve cooperation versus compliance
- Discover the power of finding points of agreement
- Discover how to coach for improved performance

“The ability to direct individual accomplishments toward organizational objectives is the fuel that allows common people to attain uncommon results.”

Session 6: Manage our stress & develop more flexibility

- Increase our ability to control worry and stress
- Learn from others how to confront our fears
- Recognize that we can triumph over adversity
- Implement a wider range of communication skills
- Apply the power of risk-taking
- Become more open-minded to change and opportunity

Session 7: Build recognition in others & inspire others

- Concentrate on the strengths of others
- Develop skills in giving and receiving positive feedback
- Discover the value of sincere appreciation
- Communicate with strong and powerful feelings
- Connect with others on an emotional level
- Inspire others to think and act differently

Session 8: Demonstrate Leadership and Think on Our Feet

- Positively influence the attitudes of others
- Use positive approaches when coaching people
- Deal with challenging situations more effectively
- Communicate effectively in impromptu situations
- Apply methods that assist in communicating with clarity and conviction
- Recognize the value of presenting our ideas with confidence

Session 9: Celebrate Achievements and Renew Vision

- Recognize breakthroughs resulting from this program
- Inspire and motivate others by communicating our visions
- Commit to continuous improvement