



DALE CARNEGIE TRAINING®

GROUP 1: DCC

HUMAN RELATIONS, COMMUNICATIONS, AND PROFESSIONAL EFFECTIVENESS

- Achieving Success through Human Relations Skills
- Creating a Professional Demeanor: How to Look, Act, and Sound Like a Professional
- Dale Carnegie Course®
- Dealing Effectively with Relations and Relationships in a Family-Owned Business
- Developing a Self-Confident, Assertive Attitude: The Key to Success
- Get Focused—Get Results—Get a Life
- How to Build Positive Relationships at Work
- How to Build Trust, Credibility, and Respect
- How to Communicate with Diplomacy and Tact
- How to Conquer Workplace Stress
- How to Give Yourself a Promotion
- How to Handle Multiple Demands on Your Time
- How to Hold Yourself and Others Accountable for Results
- How to Overcome Workplace Negativity with Enthusiasm
- Leading an Intentional Life
- How to Remember Just about Anything
- How to Say What You Mean to Get the Results That You Want
- How to Take Charge of Your Future with a Confident, Assertive Attitude
- How to Win Cooperation and Influence People
- How to Use Dale Carnegie Human Relations Principles to Deal with Difficult People
- Interpersonal Skills for IT and Technical Professionals
- Managing Emotional Energy at Work
- Persuasive Conversation Skills for Business Professionals
- Stress Management Workshop
- Strictly Business: The Dale Carnegie Immersion Seminar
- Train the Trainer

SPECIAL GROUPS

- Generation.Next (Youth)
- Leadership Training for Students
- New Start (Older Adults)
- Teen Workshop for Boys and Girls
- Teen Workshop for Girls
- Train the Trainer

GROUP 2: SALES

SALES MANAGERS

- How to Inspire, Motivate, and Lead Sales Professionals

CUSTOMER SERVICE

- How to Make and Sustain a Great First Impression
- How to Use Customer Service to Turn Transactions into Relationships
- World Class Customer Service

SALES PROFESSIONALS

- How to Build Relationships and Sales through Networking
- How to Cold Call and Build New Customers
- How to Deliver Sales Presentations That Win the Business
- How to Deliver Winning Sales Presentations
- How to Get More Face to Face Appointments
- How to Negotiate a Successful, Profitable Close
- How to Sell Like a Pro
- How to Turn Buying Objections into Selling Opportunities
- Making Sales: How to Jump Start Your Selling Career
- Power Prospecting: Strategies to Increase Leads and Customers
- Sales Advantage
- Silent Selling: How to Sell More Through Intelligent Listening
- The Fundamentals of Prospecting

COACHING

- How to Coach Employees to Maximum Achievement
- How to Coach Employees to Peak Performance

EXECUTIVE

- Creating an Executive Image That Wins Friends and Influences People
- Executive Coaching
- Executive Development
- Executive Leadership

SUPERVISION

- Leadership Fundamentals for New Supervisors
- People Skills for First Time Managers and Supervisors
- Successfully Leading People: A Cram Course for Supervisors

GROUP 3: MANAGEMENT/LEADERSHIP

MANAGEMENT

- Business Execution: Linking People, Goals, and Accountability to Drive Results
- Communication Skills for Managers
- How to Hire the Right People
- How to Instill a Sense of Urgency in Your Organization
- How to Manage Like a Pro: A Guide for First Time Managers
- How to Replace Conflict with Cooperation
- How to Run Meetings That Actually Accomplish Something
- How to Stop Wasting Time, Stay Focused, and Get Results
- How to Turn Difficult Employees into Productive Contributors
- Leadership Training for Managers
- Management Skills for New Managers and Supervisors
- Managing Across Generations
- Managing without Authority
- Maximizing Productive Time through Focus
- New Management Skills for the Self-Directed Work Environment
- Successfully Managing People in Projects

LEADERSHIP

- Action Oriented Leadership: Making Good Things Happen Quickly
- Bringing Out the Leader In You
- Confident, Assertive in Charge: Developing the Attitudes of Leadership
- Developing the Confidence to Lead
- Developing the Leader in You
- How to Build Employee Loyalty
- How to Instill a Strong Work Ethic in Your Organization
- How to Keep Your Staff Engaged, Energized, & Motivated
- How to Replace Workplace Negativity with Enthusiasm
- How to Transition Successfully from Managing to Leading
- How to Use Influence as a Leadership Tool
- Nuts n' Bolts Leadership in Action
- Project Leadership Mastery: Increasing the Motivation and Commitment of Your Team
- Step Up to Leadership
- The Leadership Advantage



DALE CARNEGIE TRAINING®

GROUP 4

E-LEARNING

- Carnegie Action System
- Customized e-learning Programs
- Leadership Action System
- Sales Action System

GROUP 5

TEAMS

- Creating a Can-Do Workplace
- Creating a Positive Work Environment and Enthusiastic People
- Employee Development
- High Performance Teams
- How to Replace Family Conflict with Teamwork
- Leading High Performance Teams

GROUP 6

ORGANIZATIONAL DEVELOPMENT

- Consulting Services
- INSIGHTS—360 Assessments
- Organizational Climate Surveys
- Organizational Culture Profiles
- Organizational Needs Assessments
- Power in Diversity
- The People Side of Process Improvement
- Training Impact/ROI Evaluation

GROUP 7

PRESENTATIONS

- Breakthrough Communications
- Get Over It: Overcoming Your Fear of Public Speaking
- Getting Rid of the Fear and Horror of Public Speaking
- High Impact Presentations
- High Impact Presentations for Legal Professionals
- How to be a Confident Public Speaker
- Presentations—Executive Coaching
- Public Speaking Mastery
- Successful Public Speaking
- Thinking on Your Feet: How to Perform Well Under Pressure

Certified ISO 9001 : 2000 by



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ISO 9001 CERTIFICATION

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Hauppauge, New York 11788
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ISO-404-PD-CC-0700-V2.0