



DALE CARNEGIE®
TRAINING

LEADERSHIP TRAINING FOR MANAGERS

MASTER LEADERSHIP SKILLS

MAXIMIZE MANAGEMENT PERFORMANCE

STRENGTHEN THE BOTTOM LINE

The Bottom Line

Dale Carnegie Training® and Leadership Training For Managers—

transforms good managers into strong leaders—

Staying out in front today takes more than just being a good manager. It requires the skills of a real leader. You recognize this . . . and so does Dale Carnegie Training®.

To give you the best opportunity for maximizing your leadership capabilities, we've just expanded Leadership Training for Managers. Our premier program gives you the right techniques for identifying and developing your innate leadership qualities. It presents the knowledge, expertise and benchmark practices of innovative decision-makers. And you profit from the insights of seasoned leaders who have demonstrated the talent for moving ahead as fast as the world is changing.

Leadership Training for Managers features one-to-one learning, interactive team exercises, shared experiences, and other group activities so you gain the unique advantages of interpersonal learning. You'll learn how to:

- *Develop a flexible leadership style*
- *Communicate with confidence*
- *Shape collaborative, high-performing teams*
- *Foster customer-focused goals*
- *Inspire risk-taking and innovation*

In addition, the ideas of Peter Drucker—the father of modern management thinking—and other prominent leaders are presented in a special edition of Leader to Leader customized exclusively for Leadership Training for Managers. The book explores the importance of developing ownership in every organization, the need for leaders to “share the glory,” and the critical role of generating commitment and trust.

Most importantly, Leadership Training for Managers teaches you how to transform new ideas into superior results. Results you and your company will measure on the bottom line!

Develop Your Organization's Competitive Edge - People

Process

Understanding the distinction between personal leadership and organizational leadership

Creating an innovation process and understanding the planning process

Understanding the performance process and accountability

Creating a coaching and appraisal process

Improving problem analysis and decision-making
Recognizing human potential

Employing a delegation process
Handling mistakes

Building quality communication to lead and facilitate more effective meetings

Striving for continuous improvement

After this program you will be able to:

Identify the qualities of a good leader

Recognize the leadership role in organizations

Understand the five drivers of leadership success

Discover the process that drives innovation

Master the 8-step planning process

Develop and deploy the implementation plan

Align performance goals with strategy

Define performance standards

Hold people accountable

Learn effective coaching techniques

Master different methods of problem analysis
and decision-making

Recognize the potential of others

Learn the 8-step delegation process

Handle mistakes with consideration

Help people accept new ideas

Use human relations principles to develop
teamwork and trust

Promote interactive communication

Strengthen listening skills

Balancing continuous improvement and breakthrough

Recognize individual and team success

Options for Registering

Companies can register their managers—individuals or groups—in the training. We will customize the course to meet your company's specific business priorities. In addition, you can register in regularly scheduled classes offered through local Dale Carnegie Training® offices.

Who Will Benefit

High-potential people at all levels of the organization gain value from *Leadership Training for Managers*. This includes office supervisors, plant managers, field directors, vice presidents, and senior executives. Employees who lead teams, direct projects, or head ad hoc or standing committees also benefit from the training. Most importantly, people from businesses of every type and size take away solutions that help them meet their diverse management challenges.

“Leaders... have to be results-focused and opportunity-focused. Good intentions are no longer enough.”

Peter Drucker
Leader to Leader

The Bottom Line:

Dale Carnegie Training® Delivers Results

As part of our ISO 9000:2001 certification and Dale Carnegie's commitment to quality, we measure the effectiveness of our training. In an ongoing global survey on customer satisfaction, 99 percent of Dale Carnegie Training® graduates express satisfaction with the training they receive.

The survey is administered globally and the report on Dale Carnegie Training® is based on a poll distributed to over 500,000 of our graduates at the end of their training programs. The survey measures important areas such as:

- Effectiveness and relevancy of the training
- Design of the training
- Performance of the Trainer
- Quality of the learning environment

You can learn more about this assessment by contacting your local licensed representative of Dale Carnegie Training®.

On the Web ...

www.dalecarnegie.com

Visit Dale Carnegie Training® at www.dalecarnegie.com. Learn how to improve job performance, get proven tips for business success, and more. Here you'll also find information on our training products and office locations, news about the company, even feedback from our clients.

In Microsoft ...

PowerPoint Users

24/7 — you can get tips and techniques from Dale Carnegie Training® to help you organize and deliver powerful presentations and to sharpen your business skills. Here's the easy way to get advice ... in Microsoft PowerPoint 2000 for Windows and Macintosh — go to the AutoContent Wizard and click on Carnegie Coach.



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The vast majority of Dale Carnegie Training® local franchising organizations in the U.S. have been accredited by the Accrediting Council for Continuing Education and Training (ACCET).



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Dale Carnegie Training®
Global Services Quality System
ISO 9001 CERTIFICATION