“People support a world they helped create.”
— Dale Carnegie

Companies today know that people provide the edge to increase customer satisfaction, expand market share, and build corporate value. How can organizations prepare employees to deliver peak performance? The newly transformed Dale Carnegie Course® can help.

Through the use of team dynamics and intra-group activities, participants master the capabilities needed in today’s business environment. They learn to strengthen interpersonal relations, manage stress, and handle fast-changing workplace conditions. They become persuasive communicators, creative problem-solvers, and confident, enthusiastic leaders.

Companies use the Dale Carnegie Course® to:

- Open lines of communication
- Increase the flow of bottom-up ideas by giving every employee the confidence to contribute
- Increase trust at every level
- Speed up change and make people more open to new ideas
- Replace conflict with teamwork
- Build trust and improve employee retention
- Encourage intelligent risk taking to increase performance
- Gain buy-in for a vision of the future and the strategies and tactics to get there
- Learn the 5 Drivers of Success

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.

FOR DETAILS, CONTACT:
Dale Carnegie Training of Vermont
agnes_cook@dalecarnegie.com
phone: 802.879.7219
www.vermont.dalecarnegie.com

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<tr>
<th>What you will cover</th>
<th>After this program, you will be able to:</th>
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| Build a Foundation for Success Recall and Use Names | • Connect with other business professionals and achieve breakthrough goals  
• Use a proven process to recall names and facts |
| Build on Memory Skills & Enhance Relationships Increase Self Confidence | • Use a proven process to strengthen relationships  
• Use experiences to communicate more confidently |
| Put Stress in Perspective Enhance Relationships & Motivate Others | • Handle stress before it handles you  
• Build trust and persuade people to take action  
• Communicate persuasively & move people to direction |
| Clearly Present Ideas Energize Communication | • Communicate logically, clearly, and concisely  
• Energize and engage listeners |
| Disagree Agreeably Gain Willing Cooperation and Influence Others | • Explore methods to minimize resistance and maximize team innovation  
• Create an “win-win” environment while increasing commitment |
| Manage Stress Develop More Flexibility | • Increase your ability to manage worry and stress  
• Use flexibility to build connections and create positive change |
| Build Others’ Strengths Through Recognition Inspire Others | • Give positive feedback on the strengths in others build better results  
• Inspire others to take action |
| Demonstrate Leadership Celebrate Achievements & Renew Your Vision | • Improve people’s attitudes and behaviors  
• Identify major successes and commit to continuous improvement |

PROGRAM LENGTH: ONE 3½ HOUR SESSION EACH WEEK FOR 8 WEEKS

WHAT OUR CLIENTS ARE SAYING ABOUT US

Client: HDR, Inc.
Result: HDR is enjoying extraordinary growth and Dale Carnegie graduates are leading the way. “Probably 40 percent of those who graduated in the first three years are now officers and 90 percent have received a promotion. Plus, people who graduate from Career Skills have a higher rate of retention than non-graduates,” says Chuck Sinclair.

“Over the last two years we grew 29 and 24 percent. This year we have a good opportunity to have another year of strong growth. We could not have experienced this growth without Dale Carnegie Training.”

– George Little, President, HDR Engineering, Inc.

FULL CASE STUDY: www.dalecarnegie.com/casestudy/