



# Programs Calendar

## The Dale Carnegie Course®

**Who Should Attend:** Professionals at all levels who wish to optimize their performance, lead with conviction and positively affect the bottom line.

### Learn How To:

- Use a proven process to recall names and facts.
- Communicate more confidently, clearly, and concisely.
- Build trust and persuade people to take action.
- Project an enthusiastic attitude.
- Energize and engage listeners.
- Manage stress and minimize worry.
- Strengthen relationships.
- Give constructive feedback that empowers others.

#### September 23 (Wednesdays)

1:00pm-4:30pm | Kick Off + 8 Weeks

#### September 24 (Thursdays)

1:00pm - 4:30pm | Kick Off + 8 Weeks

Fargo

#### September 29, October 6, 13 (Tuesdays)

8:00am - 5:00pm | 3 Weeks

#### September 23 (Wednesdays)

1:00pm - 4:30pm | Kick Off + 8 Weeks

Bismarck

#### September 24 (Thursdays)

1:00pm - 4:30pm | Kick Off + 8 Weeks

Dickinson

#### September 28 (Mondays)

1:00pm - 4:00pm | 8 Weeks

Live Online

#### October 13, 20, 27 (Tuesdays)

8:00am - 5:00pm | 3 Weeks

Grand Forks

## High-Impact Presentations - Leadership Presence

**Who Should Attend:** Professionals needing to inspire large audiences, motivate sales executives, address the media, or simply control a meeting..

### Learn How To:

- Persuade your audience using indisputable data.
- Lead effective Q&A sessions and think on your feet.
- Communicate with clarity and certainty.
- Interact with a natural and composed demeanor.
- Illustrate complex material directly.
- Demonstrate unfamiliar material expertly.
- Project confidence and enthusiasm that builds credibility.

#### August 12-13 (Wednesday & Thursday)

8:00am-5:00pm

Fargo

#### December 3-4 (Thursday & Friday) **\*TAILORED FOR SALES ROLES**

8:00am-5:00pm

# Programs Calendar

## Dale Carnegie Sales Training: Winning with Relationship Selling

**Who Should Attend:** All sales professionals who want to achieve higher results through stronger relationships.

### Learn How To:

- Establish goals for personal and professional success.
- Identify the best prospecting methods to maintain an unlimited pipeline.
- Form essential relationships required for long-term benefits.
- Develop active listening skills to identify opportunities
- Establish credibility and communicate your value.
- Develop crucial questions to reveal customer needs.
- Build a dynamic and confident sales attitude

**\* In-Person | Offered to clients and tailored to industry**

**\* This Program is available Live Online | Ask us about upcoming dates!**

## Develop Your Leadership Potential: Stop Doing, Start Leading

**Who Should Attend:** Individuals who have been recently promoted into management or supervisory positions. High potential or top performing employees who are being considered for a leadership position.

### Learn How To:

- Understand and build your personal leadership style
- Communicate with authenticity
- Lead with integrity
- Foster collaborative relationships
- Increase your self-awareness
- Create a leadership style that engages others
- Lead others to accomplish results
- Develop yourself and others

**November 6, 13, 20 ( Fridays )**

8:00am – 5:00pm | 3 Weeks

**Fargo**

**November 10, 17, 24 ( Tuesdays )**

8:00am – 5:00pm | 3 Weeks

**Bismarck**

**\*This program is available Live Online | Ask us about upcoming dates!**

## Leadership Training for Results: Unleash Talent in Others

**Who Should Attend:** Leaders and managers who have experience and want to take the capabilities and performance of themselves and their teams to the next level to improve their results.

### Learn How To:

- How to build effective teams
- Drive innovation within your team and organization
- Focus on performance and results
- Lead through workplace change
- Effectively delegate and create accountability
- Achieve results by unlocking the greatness in others
- Foster team member engagement
- Develop mentoring relationships

**September 11, 18, 25 ( Fridays )**

8:00am – 5:00pm | 3 Weeks

**Fargo**

**April 6, 13, 20, 2021 (Tuesdays )**

8:00am – 5:00pm | 3 Weeks

**Bismarck**



**Dale Carnegie of ND & MN**  
northdakota.dalecarnegie.com



# The Dale Carnegie Live Online Experience

## **Personalized Live Online training from Dale Carnegie breaks the mold of lecture-based webinars.**

Organizations today are struggling to create and operate in virtual environments which engage their leaders and remote teams. At Dale Carnegie, we provide our live online training that is designed to focus on individual participant results, engaging virtual activities, and personalized experiences.

- **Individual Focus** – Individual participation engagement, just like an in-person course. Every participant contributes to the session, speaks to the instructor, connects with participants, completes activities, and is called on by name by instructors. This isn't a static webinar...participants leave engaged and equipped to apply what they've learned!
- **World-Class Certified Trainers** – All Dale Carnegie trainers go through one of the most rigorous certification processes in the industry, which means your participants are assigned world-class, dynamic trainers who deliver proven results.
- **Comprehensive Catalog**– Dale Carnegie offers an extensive catalog and calendar of courses, running on a flexible schedule, so you can select the right programs and ensure participants can take them at convenient times.
- **Interactive and Engaging** - We use a robust set of platform features to ensure learners stay engaged, including breakout rooms and interactive whiteboards.
- **High Quality Experience for Participants** – The quality of your learning experience and trainer delivery is of utmost importance. We ensure:
  - A proactive technical and customer support is always available during your virtual programs.
  - All attendees respond to quality scoring questions that are used to improve trainer performance and the overall delivery of our courses.
- **Digital Materials and Certificates** - Our online learning portal provides participant materials and course completion certificates.
- **In-Class Customization** - For custom and in-house delivered live online programs you can discuss your expectations with your trainer, and they will deliver the course based on your organization's unique context and terminology.

Group dynamics and participation are supported with individualized coaching for each participant.



## We offer a variety of training options for your employees and teams:



### Live Online **Webinars**

- 1-Hour online courses delivered by a live instructor
- Relevant, fast-paced and engaging
- Participants interact with each other in real time



### Live Online **Workshops**

- 2-3 Hour sessions include all Webinar features
- Focused, small-group breakout sessions
- Participants interact with each other in real time



### Live Online **Seminars**

- Multiple sessions, held on the same day on consecutive weeks
- Includes all the Workshop features listed above
- Time-spaced learning for lasting performance change

## Training Packages

Dale Carnegie offers the industry's first and only virtual instructor-led training packages. Live Online courses are grouped into learning paths in a portal and can be accessed at the learner's convenience. It's a turnkey learning solution for companies with a busy, dispersed workforce.

With Carnegie Cloud, you can engage your employees with collaborative, LIVE public virtual classroom courses. Courses are grouped into four packages that align with critical professional development needs. Companies can select courses that map to their critical competencies and create custom learning paths. Employees can choose from any of the courses within their package or concentrate on specific certificates. They simply select a class and date they want to attend and hit the enroll button to register themselves. Digital badges earned along the way make it engaging and fun!

### Interested in learning more?

Contact Dale Carnegie today.

[dalecarnegie.com](http://dalecarnegie.com)



## Live Online Programs by Topic

Leadership Development			Hrs
	Hrs	Overcoming Workplace Negativity with Enthusiasm	3
Adjust to Change	2	Performance Reviews That Motivate	1
Advancing Women in Leadership	2	Powerful Conversations to Engage Your Workforce	1
Analyze Problems and Make Decisions	3	Remember Names to Build Better Professional Relationships	1
Build a High Performing Virtual Team	1	Secrets of Motivation	2
Build Trust, Credibility and Respect	2	Secrets to Leading with Assertiveness	1
Coaching for Improved Performance	2	Self-Awareness: Leading with Emotional Intelligence	2
Communicate with Different Personality Styles	1	Step Up to Leadership (2 sessions)	6
Confident, Assertive, In Charge: Developing the Attitudes of Leadership (4 sessions)	12	Strategic Planning Essentials: Prepare for Future Success	3
Critical Thinking: Tools for Effective Action	3	Succession Planning for You and Your Manager	1
Cultivate Power without Being Intimidating	3	Time Management: Organize and Prioritize to Increase Your Productivity	1
Delegation	3	Time Management (4 sessions)	12
Develop Your Leadership Potential: Stop Doing, Start Leading (10 sessions)	19	Unleash the Power of Mentoring in Your Organization	2
Developing Others through Mentoring and Coaching	1½ - 3	Working Remotely	3
Disagree Agreeably	1	Customer Service	
Dream Big, Focus Small: Achieve SMARTER Goals	1	Attitudes for Service	3
Getting Results Without Authority	1	Cross and Up Selling	3
Goal Setting and Accountability	2	Incoming Telephone Skills	2
How to Communicate with Diplomacy and Tact (4 sessions)	12	Managing Customer Expectations	3
How to Win Friends and Influence Business People (4 sessions)	12	Outstanding Customer Service	1
Innovation: Transforming Ideas into Solutions	2	Transforming Customer Complaints into Opportunities	3
Lead Change Effectively	2	Sales Effectiveness	
Leadership Blind Spots	1½	Appeal to Buyer Motives to Close More Sales	1
Leadership Training for Managers (Live Online)	14	Compelling Sales Presentations	3
Leading Across Generations	2	Cross and Up Selling	3
Leading Strong Teams	3	Dale Carnegie Sales Training: Winning with Relationship Selling (8 sessions)	16
Leading Virtual Teams (2 sessions)	6	Goal Setting and Accountability	2
Managerial Courage	2	How to Cold Call and Build New Customers	3
Managers Matter	1½	Incoming Telephone Skills	2
A Manager's Guide to Sustainable Employee Engagement (3 sessions)	6	Negotiations: A Human Relations Approach	2
Managing Conflict in the Workplace	3	Present to Persuade	1
Managing Workplace Stress	3	Trusted Advisor Bootcamp (6 sessions)	12
Marshall Goldsmith - What Got You Here Won't Get You There (2 sessions)	6		
Meetings that Work	2		
Negotiations: A Human Relations Approach	2		

Presentation Skills		Hrs	
	Hrs	Communicate Effectively	2
		Expert Online Trainer Bootcamp (4 sessions)	8
		How to Present Online	1
		Present Complex Information	1
		Present to Persuade	1
		Present with Impact	1
		The Art of Storytelling	2
		Successful Public Speaking	3
		Virtual Meetings that Engage	2
		Virtual Train the Trainer Certification Program	14
Professional Effectiveness			
		Adjust to Change	2
		Build Trust, Credibility and Respect	2
		Communicate Effectively	2
		Communicate with Different Personality Styles	1
		Connecting and Collaborating with Others	1
		Create Your Work-Life Breakthrough	1
		Disagree Agreeably	1
		Dream Big, Focus Small: Achieve SMARTER Goals	1
		Effective Communications & Human Relations (8-session)	24
		Effective Communications & Human Relations Extended (12-session)	36
		Getting Results Without Authority	1
		How to Win Friends & Influence Business People (4 sessions)	12
		Managing Up	2
		Managing Workplace Stress	3
		Overcoming Workplace Negativity with Enthusiasm	2
		Powerful Conversations to Engage Your Workforce	1
		Remember Names to Build Better Professional Relationships	1
		Successful Public Speaking	3
		Time Management: Organize and Prioritize to Increase Your Productivity	1
		Understanding Ourselves and Others – True Tilt Profile	3

To see if a program is available for public delivery, visit [dalecarnegie.com](http://dalecarnegie.com).

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