

GLOBAL LEARNING CATALOGUE

————— 2024-25 Update —————



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In-Person: 3 days OR 8 x 3-hour sessions

Online: 8 x 3-hour sessions

The Dale Carnegie Course empowers participants to master human relations skills, allowing them to thrive in any setting and build close, trust-based relationships. This enhances confidence and competence in interactions, providing the influence needed for personal and professional growth. Additionally, the course cultivates a proactive attitude, pushing individuals beyond their comfort zones to achieve their goals.

Research underscores its effectiveness, indicating those who complete the course are 62% more likely to be engaged than the average employee. Furthermore, this course refines communication aptitudes essential for the modern business landscape, enabling individuals to strengthen relationships, manage stress, and stand out as persuasive communicators, problem-solvers, and decisive leaders.

Completion of this program will empower participants to:

- Build Greater Self-Confidence
- Strengthen People Skills
- Enhance Communication Skills
- Develop Leadership Skills
- Reduce Stress and Improve our Attitude

Develop Your Leadership Potential: Stop Doing, Start Leading

In-Person: 3 days OR 8 x 3-hour sessions

Online: 8 x 3-hour sessions

Give your emerging leaders and your high potential employees the skills to transition from a high performer or a good supervisor into an effective and engaging leader.

Develop Your Leadership Potential: Stop Doing, Start Leading focuses on the essential skills necessary to build strong teams and equip new leaders with the right attitudes to step up and take charge. This program is specifically designed to address the challenges that new leaders face, to help them change their mindset, and to give them confidence with proven strategies and tools that are used by the most successful leaders

Completion of this program will empower participants to:

- Convey honesty, integrity, and accountability
- Use authority and influence appropriately
- Increase self-awareness
- Model effective interpersonal communication

Leadership Training for Managers

In-Person: 3 days OR 8 x 3-hour sessions

Online: 8 x 3-hour sessions

Leaders who demonstrate certain principles create an environment where employees are motivated, not forced, to bring their best to work. Champion leaders strategically align organizational objectives with individual development goals so that both roads lead to breakthrough performance.

Dale Carnegie is uniquely positioned to deliver training that transforms managers focused on tactics to leaders dedicated to communicating, implementing and supporting the strategic vision. Leadership Training for Managers transforms managers into leaders capable of inspiring and energizing those around them to develop top-performing teams and positive company cultures.

Completion of this program will empower participants to:

- Discover how experiences, beliefs, and values shape our leadership style
- Understand the impact of leadership style on an organization's environment and culture
- Develop human potential and build relationships of mutual trust and respect
- Create processes that drive innovation, plan and define performance goals.
- Utilize time effectively, delegate, analyze problems and make decisions
- Develop leadership by demonstrating effective questioning and listening skills

Leadership Training for Results: Unleash Talent in Others

In-Person: 3 days OR 8 x 3-hour sessions

Online: 8 x 3-hour sessions

Employees are looking to you. They are looking to you as their manager to solve problems, guide them through change, and grow their careers. Employees are looking to you to inspire them and instill confidence, all while facilitating teamwork and collaboration. They need you to empower them to get the work done and engage them, so they go the extra mile.

Successful leaders in today's workplace must bring the right set of skills and attitudes to engage, retain, and achieve results through their teams. Leadership Training for Results: Unleash Talent in Others™ focuses on the skills experienced managers need to take their leadership to the next level, including Innovation, Accomplishing Results Through Others, and Leadership Agility.

Completion of this program will empower participants to:

- Inspire, motivate, and develop others
- Promote teamwork, collaboration, and innovation
- Create effective organizational communication
- Guide others through change

In-Person: 3 days OR 8 x 3-hour sessions
Online: 8 x 3-hour sessions

In today's sales landscape, customers often complete up to 70% of the buying process without direct interaction, rendering transactional sales tactics obsolete. To adapt, salespeople must evolve from traditional gimmicks to become relationship-based professionals. Dale Carnegie Sales Training equips these professionals to navigate this shift, emphasizing collaboration, confidence, and credibility.

The Dale Carnegie sales methodology is anchored in building trust and fostering robust client relationships. Whether assisting a newcomer to the field or aiding seasoned professionals in keeping pace with best practices, Winning with Relationship Selling offers practical tools. These tools enable salespeople to connect, collaborate, and craft tailored solutions for buyers throughout the sales cycle. Participants not only learn techniques but also undergo a transformative journey, bolstering self-confidence and a strong belief in their organization's value proposition.

Completion of this program will empower participants to:

- Create sales strategies to facilitate the buying process through relationship-oriented techniques.
- Use methods to establish a connection with customers to gain access and establish trust.
- Construct solutions in collaboration with customers while offering insights and establishing value.
- Apply the Dale Carnegie Sales Model to eliminate objections and minimize need for negotiation.
- Employ proven techniques to maintain customer relationships and encourage repeat business.

High Impact Presentations

In-Person: 2 days with 2 Trainers

Since 1912, Dale Carnegie Training has given professionals the tools to successfully navigate complex business environments. This course provides the skills that empower professionals to communicate confidently and competently to all types of audiences. Participants of High Impact Presentations receive one-on-one coaching from a certified Dale Carnegie Trainer and practice Dale Carnegie's proven methods for delivering compelling, effective presentations in order to stand up, stand out and yield positive results.

The High Impact Presentation course focuses on structuring an effective presentation that builds credibility and engages your audience while clearly and persuasively conveying your message. Participants explore the optimum use of voice and gesture to create a lasting impression – as well as a variety of presentation styles, ranging from a formal speech to a casual meeting or contentious conversation.

Completion of this program will empower participants to:

- Plan and organize professional presentations
- Create and maintain positive impressions
- Convey complex material directly and simply
- Communicate ideas with clarity and certainty
- Lead effective Q&A sessions
- Sell ideas and inspire others

How to Communicate with Diplomacy and Tact

In-Person: 2 days

Online: 4 x 3-hour sessions

Have you ever been awed by people who always seem to know what to say and how to say it in any situation? They have mastered the art of communicating with diplomacy, tact, and confidence. This may be the single most important skill to influence people and drive results.

In this program, you will learn how to determine if your image is sending the wrong message and gain a flexible communication style with an awareness of your word choices, tone, and body language. You will also develop the skills to disagree agreeably, communicate more effectively through active listening, and control your own “hot buttons”

Completion of this workshop will empower participants to:

- Develop flexibility in your communication style
- Speak confidently, diplomatically, and tactfully in difficult situations
- Use a tried-and-true method to disagree agreeably
- Communicate more effectively through active listening skills
- Deal assertively and diplomatically with difficult people
- Increase trust, credibility, and respect through words and actions

Public Speaking Mastery

In-Person: 2 days

Dale Carnegie pioneered the realm of public speaking, transforming anxious beginners into poised and confident communicators. With the Public Speaking Mastery course, participants can access these foundational techniques. The program commences with fundamentals like understanding your audience and structuring speeches, eventually enabling you to leverage your voice, gestures, and thoughts for influential presentations.

As you master the art, you'll also unearth and hone your unique presentation style. The course offers a reflective journey, using recordings of your presentations to observe your transformation from a novice speaker to a refined orator. Not only does this provide an opportunity to see the shedding of initial jitters, but the footage also serves as a keepsake to remember your growth.

Completion of this workshop will empower participants to:

- Assess your own presentation strengths and weaknesses
- Understand your audience and their expectations
- Research and organize your presentations
- Write a fail-proof outline
- Speak with conviction and confidence
- Use voice techniques and gestures for impact
- Navigate Q&A effectively
- Use your own enthusiasm to capture attention!

Step Up to Leadership

In-Person: 1 day

Online: 2 x 3-hour sessions

Employees are open to influence and motivation. “If you tell me what to do, I will do it to protect my job. But if you inspire me to do it, I will do it to the best of my ability.”

Dale Carnegie gives professionals the tools to successfully build their case. We empower employees to communicate boldly by helping them learn to connect confidently with any audience and help generate new growth. Step Up to Leadership is an information-packed workshop that covers time management, delegation, performance appraisal techniques, and much more.

Completion of this workshop will empower participants to:

- Determine your leadership style and the impact of that style on your team.
- Value human potential and build relationships of mutual trust and respect.
- Delegate responsibility, authority, and accountability.
- Create stretch goals for yourself and your team members.
- Bring out the leadership potential in others.
- Give difficult feedback without creating resentment.
- Resolve conflicts quickly before they affect the whole group.

Getting Results without Authority

In-Person: 3 hours

Online: 3 hours

Organizations have changed – there is now a mix of top-down authority and work where no single person is always “the boss.” Between matrix organizations, flatter structures, contracting, and outsourcing, success often depends on gaining the cooperation of people and resources that you do not have direct authority over. Great leaders and managers find success through influence and negotiation. They focus first on gaining employees’ respect and trust. They build up credibility through consistent action and leadership. They listen and provide support, thereby laying the groundwork for future support and influence.

In this workshop, you will learn the characteristics you need to have, and actions you need to take, to get maximum results from people who don’t work directly for you. You’ll learn how to influence others by building authentic trust, credibility, and respect, thereby gaining their willing cooperation when you need it most.

Completion of this workshop will empower participants to:

- Identify the key enablers of Influence
- Explore common obstacles to results and ways to overcome them
- Use a six-question approach to make respectful requests and gain agreement
- Discover how to encourage accountability

Managing Conflict in the Workplace

In-Person: 3 hours

Online: 3 hours

Nothing can destroy productivity, derail projects, and damage your reputation faster than workplace conflict. Whether it smolders just beneath the surface or becomes open warfare, conflict can paralyze your department or the entire organization. Once initiated, the task of resolving conflicts falls on your shoulders.

Based on the time-tested principles from *How to Win Friends and Influence People* in the Digital Age, this program prescribes the best approaches for effectively dealing with conflicts, so you can resolve issues while maintaining positive relationships. Learn to diagnose conflict before it intensifies, apply appropriate conflict resolution techniques to specific situations, and remain poised when tension is high.

Completion of this workshop will empower participants to:

- Diagnose conflict within your organization
- Find the hidden agenda that's really fueling the battle
- Analyze your conflict response style
- Identify anger triggers and remain poised in conflict situations
- Encourage collaborative problem solving and gain consensus
- Learn a variety of strategies for managing conflict
- Use Dale Carnegie's 12 ways to defuse an argument

Lead Change Effectively

In-Person: 3 hours

Online: 3 hours

Organizations today operate in an environment of rapid, continuous change. Significant internal changes include reorganizations, retirements, and hiring; external changes include shifts in the marketplace, evolving expectations of clients, and innovation. Leading a changing organization is a demanding, time-consuming responsibility.

In this workshop, we will examine the challenges of change leadership and the mistakes that often result. We will incorporate principles for leading organizational change, leading individuals during times of change, and managing our own reactions to change. Out of this discussion, you will create a draft of a change leadership plan. By creating and following through on this plan, you can take a more organized approach to leading organizational change.

Completion of this workshop will empower participants to:

- Avoid the most common change leadership mistakes.
- Recognize the elements of and apply a model for change engagement.
- Define the type of changes currently occurring in the organization.
- Identify ways to lead others and manage ourselves during organizational change.

Self-Awareness: Leading with Emotional Intelligence

In-Person: 3 hours

Online: 3 hours

As a leader, you hold many of the keys to your employee's performance. Your ability to drive performance and result through others is crucial to your success. It all depends on your ability to build confidence, motive, and engage your team.

In this workshop, you'll learn tools and techniques to better understand how you react to certain situations and people. The process will allow you to gain deeper insights into your own strengths and weaknesses as a leader.

Completion of this workshop will empower participants to:

- Recognize the relationship between perspective and self-awareness
- Identify the positive impact of self-awareness on your ability to effectively lead
- Understand your personal leadership qualities

Critical Thinking: Tools for Effective Action

In-Person: 3 hours

Online: 3 hours

One of the greatest challenge's organizations face is how to foster innovation while still practicing critical thinking and logical decision making. Critical Thinking guides us through all the phases of generating and evaluating new ideas and can help organizations solve problems using rational thought and logical decision-making.

Lead your team to pinpoint opportunities for improvement, brainstorm creatively, logically evaluate options, and make informed decisions that will lead to success. The tools discussed will help you become proactive instead of reactive in the face of problems and move from possibilities to solutions.

Completion of this workshop will empower participants to:

- Use the Critical Thinking Process to gather and interpret relevant information
- Understand how to come to well-reasoned conclusions and solutions.
- Differentiate between the Green-light and Red-light thinking mechanism.
- Employ visualization and fact finding to verify that you have identified real cause of the problem.
- Critically evaluate using reasoning strategies, the ladder of inference, and logic trees.
- Apply decision-making techniques to choose effective solutions.

Delegation

In-Person: 3 hours

Online: 3 hours

This program will give you the tools to develop valuable team members by building productivity and engagement, while maintaining accountability and control. Effective delegation helps develop individuals and achieve specific organizational outcomes. Learn how to identify who is ready for delegation using a reliable and collaborative process and become prepared to determine “who will do what, when, and to what standard?” in your day-to-day role.

In today's leaner and faster business world, managers are expected to do more with less. It is more important than ever for managers to effectively delegate projects and tasks. To be an effective manager, you must be comfortable delegating work and ensuring your employees are accountable for delivery. With a fine line between delegating and “dumping”, it is important to follow the steps that make assignments clear and create a sense of ownership among team members while also maintaining overall control.

Completion of this workshop will empower participants to:

- Demonstrate the steps of the delegation process
- Delegate tasks and responsibilities to develop and train others
- Plan and prepare for a delegation meeting
- Communicate clear performance standards for follow-up and accountability
- Understand the empowerment cycle

Managing Stress

In-Person: 3 hours

Online: 3 hours

The list of stress factors in today's world grows longer every day. People react differently to living in this pressure cooker. Some become aggressive while others become passive or just shut down altogether.

Regardless of the reaction, the results are the same – personal and organizational productivity grind to a halt, creativity dies, and momentum vanishes. Now you can do something about the destructive forces of stress in the workplace. Learn to assess your current reactions to stress so that you can stop worrying and start working up to your full potential.

Completion of this workshop will empower participants to:

- Examine different types of stress and their impact
- Explore principles for handling stress more effectively
- Identify ways to convert common negative reactions into positive outlooks
- Develop strategies for managing stress with peers
- Focus your energies to be more productive

Online: 2 hours

Teams come in many forms, but whether you're part of a business, community, technical, creative, or even temporary team, using the Dale Carnegie Human Relation Principles and a proven method for recognition and appreciation will energize everyone's performance!

In this workshop, you will learn to apply these principles to build trust, identify opportunities, recognize potential, and express appreciation to inspire commitment and innovation in your workplace.

Completion of this module will empower participants to:

- Understand what people really want from work.
- Learn 15 reasons why employees defect.
- Recognize the signs of restlessness, burnout, and disengagement, and learn to overcome them.
- Use a simple formula to remember how to show sincere appreciation.
- Identify the most common reasons for non-performance.
- Develop recognition and appreciation strategies.
- Learn a teambuilding exercise that will strengthen relationships and team performance.

Leading Across Generations

Online: 2 hours

Today's workforce may be comprised of as many as four generations working side-by-side. Each generation has a unique mindset, work style and way of communicating. This being the case, leading and managing multigenerational teams has become essential to building a successful team. As you learn to communicate effectively and connect with others, differences can be viewed as healthy, exciting opportunities to collaborate.

Leading a team of diverse generations can be an incredibly rich and productive experience when you have the skills in place to capitalize on the strengths of each generation. This program provides insights and tools to help you turn the attitudes and skills each generation brings to the table into powerful performance drivers. You will learn the approaches that will most often help you lead members of each generation, resulting in an engaging and productive work environment for everyone.

Completion of this module will empower participants to:

- Identify the values, expectations, and issues that shape the multigenerational work environment
- Follow the eight guidelines for fostering cross-generational relationships
- Leverage the many communication tips specific to each generation
- Use the tools provided to coach and provide feedback to typical members of each generation
- Commit to motivating and inspiring individuals from all generations

Negotiations: A Human Relations Approach

Online: 2 hours

Effective leaders and sales professionals must be effective negotiators. This requires skilled questioning and information gathering. A common mistake when negotiating is the failure to thoroughly explore the wants, needs, and motives of the other parties involved before presenting solutions. Learning to inquire and present solutions so others can see their value provides a strong foundation for negotiations.

Applying a proven negotiations process helps people know where they are going and how to plan for success. In this module, you will learn techniques such as building rapport; analyzing the actions, needs, and agendas of all parties; using effective strategies such as presenting alternatives; bargaining in good faith; and finalizing agreements so that everyone “wins” something that they want. You will be able to gain cooperation and increase the likelihood that future interactions will be positive.

Completion of this module will empower participants to:

- Practice methods to uncover and appeal to the interests that are brought to the negotiation table.
- Recognize where negotiations fail and use the four steps in the negotiations process for success.
- Use Increase listening to uncover and clarify the needs and interests of others.
- Create power questions to get the information needed from each negotiator.
- Establish appropriate targets before bargaining.
- Be able to recognize 12 common negotiating tactics.
- Use agreement strategies to move the negotiation to finalization.
- Follow the 9 principles to gain cooperation and persuade others.

Time Management: Organize and Prioritize to Increase Your Productivity

Online: 2 hours

"Time escapes minute by minute and hour by hour. Nothing you do will stop or rewind a clock or calendar. Everyone has the same amount of time: 24 hours, which is 1,440 minutes per day. There is no short cut to managing yourself more effectively. The key is to invest your time in the most productive way, not only for the sake of your organization but also for your own peace of mind.

In this module, you will discover where your time is spent. With a clear picture of where time gets lost, you can see where you can improve. You will review specific tools and approaches to help you stay on target, increase productivity, and get better results in work and in life.

Completion of this module will empower participants to:

- Leverage best practices for organizing your work, your schedule, and your life.
- Follow an eight-step process to improve prioritizing your projects and tasks.
- Use additional tips and tools that can help you achieve and sustain your time management goals.

The Art of Storytelling

Online: 2 hours

Successful leaders and public speakers throughout history have understood and harnessed the power of good storytelling. No matter your topic or your audience, telling a story engages your listeners and elevates your public speaking to an art.

Dale Carnegie believed that public speaking and storytelling are skills to be learned, not inborn abilities. Impactful storytelling requires an understanding of your audience, your topic, and your goal. In this module, you will learn the very same skills that Dale Carnegie himself used to create generations of successful businesspeople, compelling community leaders, and even politicians.

Completion of this module will empower participants to:

- Understand why storytelling is the most powerful way to get your point across
- Explore three different ways to tell a story
- Decide what to tell and what to leave out of your stories
- Discover the impact of connecting with your audience at an emotional level

Communicate with Different Personality Styles

Online: 2 hours

Many behavioral psychologists have researched the theory that people's behavior can be roughly classified in four groups. No one is purely any style, and no style is better or worse than another. Each tendency has strengths and weaknesses. By recognizing our dominant style and developing the ability to identify traits in others, we can change our behaviors to interact with a wide variety of personalities.

Learn the four dominant personality styles: Driver, Expressor, Amiable, and Analytical. Knowing your style is an important element to help reach across barriers and connect with others. You need to identify your own strengths and weaknesses to take control of your actions and feelings. Then you can focus on understanding others and use effective approaches to build collaboration.

Completion of this module will empower participants to:

- Identify your own personality style and how you react under pressure
- Modify your behaviors to be able to connect with people of different styles
- Influence attitudes and behaviors of others

Adjust to Change

Online: 2 hours

You can't always control change, but you can control your attitude towards it. Adapting your attitude is the first step toward being prepared for the challenges of a changing environment. When you learn to be flexible in uncertain times, you can remain productive and positive — and help others do the same.

Change happens, and when it does, your reaction to it can mean the difference between thriving and or just surviving. Some people embrace change and welcome the opportunities it brings, but many others resist. When approximately 70 percent of change initiatives fail, it's important to keep focused on building the new rather than fighting for the old.

Completion of this module will empower participants to:

- Define the challenge of change.
- Commit to principles for adapting to change.
- Adapt personal work patterns and attitudes in response to change.
- Be a role model of change for others.

Build Trust, Credibility and Respect

Online: 2 hours

Research by Dale Carnegie found that the emotional trigger that drives employee engagement is trust. Yet some statistics say that a staggering 40 percent of employees don't trust management. This creates a conundrum, because employees are motivated by working in a trusting environment, yet too many times find themselves in one where they lack this foundation. As a leader, it's your responsibility to avoid this gap by fostering a culture of trust, and that starts with building trust between yourself and each team member. A relationship grounded in trust generates credibility and respect, which in turn promotes a culture that works harder together.

In this module, you learn the difference between trust, credibility, and respect, and how their nuances contribute to your ability to lead people to great heights. Building and restoring trust is not easy but using the right techniques and tools will engender a healthy environment that engages people and ensures you retain them.

Completion of this module will empower participants to:

- Discern the differences between trust, credibility, and respect and how they interconnect.
- Cultivate a trust-based work environment using proven principles.
- Minimize trustbusters and restore broken trust.
- Appreciate how trust is the cornerstone to employee engagement and retention.

Coaching for Improved Performance

Online: 2 hours

In order to improve someone's performance, you have to first establish a goal. With a clear target to reach, a leader can properly evaluate both individual and team performance and guide them, more efficiently, to the finish line. By holding team members accountable and encouraging them along the way, a great coach keeps them motivated and open to opportunities for growth.

In this module, you discuss the importance of goal setting, and evaluate how to achieve those goals. You will follow a proven coaching process designed to improve performance, and you'll identify additional methods for developing your team members to become outstanding performers.

Completion of this module will empower participants to:

- Describe the Cycle of Growth and Change and how it relates to training and development
- Apply the steps of the Coaching Process to improve performance in others
- Establish individual and team performance goals
- Identify additional opportunities to develop people to become their best self

Communicate to Lead

Online: 2 hours

A recent survey of Fortune 1000 firms determined that the ability to persuade others is one of the top 10 skills required of strong leaders. The ability to persuade others requires discovering what's important to others and what influences their actions. That insight comes from listening. Best-selling author and highly respected leadership consultant, Marshall Goldsmith, asserts that 80 percent of learning from others is based on how well you listen.

Listening is not a passive activity, but rather a highly active process. When you genuinely listen to someone without anticipating your reply, you build understanding, trust, and respect — all qualities that increase your chance at responding with a relevant and persuasive reply. This module equips leaders with techniques to master the art of listening. Exceptional listening skills and the ability to convince others to a particular way of thinking sets great leaders apart.

Completion of this module will empower participants to:

- Discover how to influence action.
- Demonstrate effective questioning and listening skills that strengthen relationships.
- Consider various forms of communication and their impact.
- Create feedback opportunities throughout the communication process.

Manage Change Effectively

Online: 2 hours

Managing through change can be stressful, frustrating and difficult. Being prepared and using an organized approach can help mitigate negative conditions as leaders fulfill their role to guide the organization, support individuals, and manage their own mindset and actions.

This module explores the internal and external factors that drive change, and how change impacts the organization and its leaders. Participants explore a model for change to set the right things in motion the right way and avoid pitfalls while navigating the team through uncertain times.

Completion of this module will empower participants to:

- Avoid the most common change management mistakes.
- Apply a model for change.
- Define the type of change happening in the organization.
- Manage themselves and others through the change.

Innovation: Transforming Ideas into Solutions

Online: 2 hours

Innovation is vital to a company's success and survival. But sometimes, innovation is placed on the back burner while companies focus on optimizing processes and perfecting current products and services. Even when we implicitly recognize the importance of innovation, we can feel overwhelmed and unsure of where to start.

Process is as important in innovation as it is in every other part of a company. The Innovation Process moves people through the steps necessary to turn a vision into reality, and it can be applied anywhere innovation and improvement are needed. Having a defined process can also help us make proactive innovation a priority, so we're never scrambling to innovate reactively. You will be able to identify and encourage idea fluency and facilitate an Innovation Process that moves from ideas to solutions.

Completion of this module will empower participants to:

- Become proactive instead of reactive to address changing business needs.
- Encourage idea fluency with others.
- Create a safe environment for the exchange and flow of ideas.
- Use the innovation process for problem solving and continuous improvement.

Activated Organizations

Online: 2 hours

Moving an organization forward takes new ideas. Lots of them. It takes many minds thinking creatively to generate new ideas, and then even more to turn them into reality. The Dale Carnegie 9-Step Innovation Process helps leaders do just that...leverage the potential of others to generate new ideas and bring them to life.

In this module, you learn to facilitate the spawning of new ideas. But innovation doesn't stop with the next big idea. It takes the ability to turn the idea into a solution by following the Innovation Process.

Completion of this module will empower participants to:

- Manage change proactively
- Recognize and encourage new idea generation
- Facilitate an Innovation Process for problem solving and continuous improvement
- Create a conducive environment for the exchange and flow of ideas

Facilitate for Group Results

Online: 2 hours

Professionals bring their own knowledge and experience to the table. An effective facilitator helps participants learn from each other by guiding the discussion. Professionals also retain much more when they are engaged than when listening to a lecture. An effective facilitator draws from the group and leads people to a higher level of understanding and performance.

In this module, you focus on the skill necessary for successful facilitation. You explore ways to open, lead, and close sessions in a manner that fosters group involvement, rather than being the sage on stage. You will learn techniques that encourage group members to work together, instead of relying on you for direction. You will leave with the confidence and ability to lead a group by drawing on the strength of its members and guiding them toward their goals.

Completion of this module will empower participants to:

- Create an environment that fosters open dialogue in groups
- Apply a variety of questioning techniques to create group engagement
- Use methods that encourage group members to work together
- Facilitate effectively by engaging their audience

Online: 2 hours

Proper business etiquette a lost art. Many individuals whom claim to be “professionals” lack a basic understanding of how to present themselves. This often occurs when employees are promoted into positions that require them to be an active face of the company. One who does not communicate with customers on a regular basis may suddenly be required to do so daily, without ever receiving training on how to interact properly.

In this module, you'll learn the importance of making others feel the way you intend for them to feel – comfortable. You'll learn the importance of introductions, how best to conduct yourself at a business meeting or dinner, and you'll learn the value of a thank you note. Emily Post lives!

Completion of this module will empower participants to:

- Understand the role of good manners in business
- Apply guidelines for interacting comfortably in business and social situations
- Be confident in representing themselves or their organization
- Demonstrate etiquette to boost their professional image

Lead Effective Meetings

Online: 2 hours

Meetings are meant to make your life easier! A team that is on the same page is a team that works smarter. When a meeting is led correctly and effectively, results show. Often an effective meeting may even run short. Proper meeting planning ensures that both you and your team understand everything about the meetings objectives.

In this module we cover the essentials of human resources and the importance of productive meetings. You'll learn the three components of an effective meeting strategy. From the pre-meeting planning, to the post-meeting follow up, we'll have you covered!

Completion of this module will empower participants to:

- Inspire participation in meetings from key stakeholders
- Incorporate ways to build cooperation that lead to positive outcomes
- Apply guidelines that set the tone for a productive exchange
- Plan and lead effective meetings

Online: 2 hours

Several factors have led to the emergence of a new form of team working. As Virtual Private Networks, Wi-Fi, and low-cost communication methods such as instant messaging and video chat become more reliable and commonplace, home-working and teleworking become an option for many teams. This option has provided organizations with numerous economic alternatives to the traditional face-to-face team structure.

Overall, virtual teams are very similar to traditional teams. However, communication and team building occur more naturally in face-to-face teams. Because of this, leaders of virtual teams should take deliberate actions to build in activities and practices that are vital to team success. This two-part, six-hour program will help equip leaders with the knowledge and skills necessary to lead virtual teams to new levels of effectiveness.

Completion of this module will empower participants to:

- Create a virtual team environment based on relationships and camaraderie.
- Establish clear team expectations based on mutual trust and respect.
- Communicate effectively and use technology that fits the situation.
- Identify ways to foster an environment of virtual teamwork, group effort, and cooperation.

Planning

Online: 2 hours

Having a vision is creative. Having a vision and executing a plan to move it forward, is leadership. Outstanding leaders know how to successfully communicate their vision, gain acceptance of that vision, and prioritize the tasks and methods necessary to turn the vision into a reality. Planning. Planning. And more planning.

In this module, you examine an eight-step planning process that describes the steps necessary to turn a vision into reality. You discover ways to communicate the vision in a clear, compelling manner, and you learn to implement a plan to achieve the best results.

Completion of this module will empower participants to:

- Understand the value of proactive approach to leadership
- Describe a vision in clear, specific, compelling terms
- Identify the steps necessary to transform a vision into action
- Implement a plan with clearly defined communication goals

Time Control to Work on Your Business

Online: 2 hours

It's easy to get caught up in routine activities when you should be focusing on moving the business forward. Effective managers need to be able to balance all the competing priorities and focus on the tasks that will have the most impact.

In this module, you examine the differences in controlled and uncontrolled time so that you can focus on top priorities, rather than issues of lesser importance. You analyze how you spend your time and look for ways to delegate routine tasks, so that you can balance operational and developmental areas. Then you will learn how to add two hours to every day.

Completion of this module will empower participants to:

- Manage routine operations while focusing on future growth
- Understand the difference in routine, problem solving, and developmental activities
- Identify differences between controlled and uncontrolled time
- Make the most of their time by discerning and addressing priorities

Dealing with Difficult Team Members

Online: 2 hours

Some team members are unaware of their negative behavior and the impact on team dynamics. Knowing how to recognize and address these negative behaviors is a critical skill in any collaborative environment. Dealing with difficult people entails identifying disruptive actions, understanding the nuances and stages of group reactions, and addressing issues constructively.

This module enables participants to identify disruptive behaviors and apply principles and techniques to keep things moving in a positive direction. Participants learn principles and skills to move through challenging moments proactively rather than defensively.

Completion of this module will empower participants to:

- Identify disruptive behaviors
- Discuss the impact of team dysfunction
- Focus on maintaining productive team relationships
- Follow a process for influencing behavioral change of difficult team members

Online: 2 hours

You can't do a good job if a job is all you do. Work-life balance is a necessity for professionals in today's complex world, but it takes discipline and effort to achieve that balance. Often obstacles, ranging from unplanned emergencies to conflicting priorities, can prevent you from maintaining that perfect, healthy balance. Being attentive and cautious of how you are devoting your time helps you to pave a path towards a balanced, successful career and life.

In this module, participants examine the balance between work, family, community, spirituality, social life, and finances. Assessing satisfaction in these areas allows you to commit to strategies that bring balance and happiness into life and the workplace.

Completion of this module will empower participants to:

- Evaluate their work-life balance
- Define areas where they could spend more time or less time
- Bring balance into their life and take command of their role!
- Take note of areas where more or less time can be spent