



Dale Carnegie® Credentials and Approved Continuing Education Provider Pamphlet

Dale Carnegie & Associates, Inc.

Rev. 08092023

List of Credentials

<u>Name of Organization</u>	<u>Page</u>
Accrediting Council for Continuing Education & Training (ACCET)	3
American Council on Education College Credit Recommendation Service (CREDIT)	5
American Payroll Association (APA)	6
Council for Higher Education Accreditation (CHEA)	7
HR Certification Institute (HRCI)	8
ISO 9001 Certification	10
National Association of State Boards of Accountancy (NASBA)	11
Professional Golfers' Association of America	15
Project Management Institute	16
Society for Human Resource Management (SHRM)	20
The Database of Accredited Postsecondary Institutions and Programs	23
The University of Central Missouri	24





Accrediting Council for Continuing Education & Training (ACCET)

ACCET was founded in 1974 for the purpose of improving continuing education and training and has been officially recognized by the U.S. Department of Education since 1978 as a "reliable authority" as to the quality of education and training provided by the institutions we accredit. In 1998, ACCET became the only recognized accrediting agency to be certified as an ISO 9001:2008-Quality Management System, under the international standards established by the International Organization for Standardization and continues to hold that unique status.

Accreditation serves the interests of companies, agencies, and the public through the establishment of standards, policies, and procedures in conjunction with an objective third-party professional evaluation designed to identify and inspire sound education and training practices. When such a process is matched by an institution's commitment to high standards and accountability, a partnership for quality becomes reality.

Dale Carnegie & Associates, Inc. has been accredited with ACCET since 1975.

CEU's are calculated as 1 hour of learning time = 0.1 CEUs.

Lunch time must be removed from learning time.

Course Name:	Recommended CEU's:
Dale Carnegie Course: Effective Communications & Human Relations (12 - sessions @ 3.5 hours/session)	4.2 CEU's*
Dale Carnegie Immersion Seminar (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Dale Carnegie Course: Skills for Success (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Advanced Dale Carnegie Course: Skills for Team Success (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Dale Carnegie Sales Training: Winning with Relationship Selling (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Dale Carnegie Sales Training: Winning with Relationship Selling (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Sales Advantage (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Sales Advantage (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Develop Your Leadership Potential: Stop Doing, Start Leading (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.8 CEU's*
Leadership Training for Results: Unleash Talent in Others (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.8 CEU's*
The Leadership Advantage (3-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Leadership Training for Managers (7 - sessions @ 3.5 hours/session)	2.45 CEU's*
High Impact Presentations (2-full day's) Start time: 8:00 AM - end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	1.6 CEU's*
Generation.Next (Youth Training) (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
One day Seminars Based upon 8 hours of learning time (must remove lunch time)	0.8 CEU's*
Two-day Seminars Based upon 8 hours of learning time (must remove lunch time)	1.6 CEU's*
Three-day Seminars Based upon 8 hours of learning time (must remove lunch time)	2.4 CEU's*

* Actual classroom times will vary depending on group size, group interests, and group dynamics, thus CEU's may vary by location/class.





American Council on Education College Credit Recommendation Service (CREDIT)

The American Council on Education (ACE) – the unifying voice for higher education – has reviewed Dale Carnegie Training® programs and found them in compliance with the rigorous control standards required by ACE and, as such, are considered college level quality.

In view of this, ACE is recommending to colleges and universities throughout the United States that individuals completing Dale Carnegie Training® beginning in January 1981 may be eligible for college transfer credit according to the following schedule:

<u>Course Name:</u>	<u>ACE Recommendations</u>
Advanced Dale Carnegie Course: Skills for Team Success	2
High Impact Presentations	1
Live Online: High Impact Presenting	1
Generation.Next	2
Leadership Training for Managers (including Live Online)	2
Strictly Business: The Dale Carnegie Immersion Seminar	2
DCC: Effective Communications & Human Relations (12 sessions) (including Live Online)	3
Live Online: Effective Communications & Human Relations (8 sessions)	3
DCC: Skills for Success (8-week)	2
Dale Carnegie Sales Training: Winning with Relationship Selling (including Live Online)	2
Develop Your Leadership Potential: Stop Doing, Start Leading (including Live Online)	2
Leadership Training for Results: Unleash Talent in Others (including Live Online)	2
Virtual Selling: How to Build Relationships Online	1
Diversity and Inclusion: Cultural Awareness and Competency (In Person and Live Online)	2

Please find the website link for Dale Carnegie Training Courses that are approved and recommended for college credit by the American Council on Education below:

<http://www2.acenet.edu/credit/?fuseaction=browse.getOrganizationDetail&FICE=100519>

For information on digital credentials (badges):

<https://www2.acenet.edu/credit/?fuseaction=transcripts.main>

Reach out to Accreditations Admin (accreditations.admin@dalecarnegie.com) for ACE badge requests.





American Payroll Association
The Nation's Leader in Payroll Education for over 25 years!

American Payroll Association (APA)

The American Payroll Association (APA) has awarded the following programs for Recertification Credit Hours (RCHs).

<u>Approved Live In-Person Delivered Courses:</u>	<u>Available RCH's</u>
Dale Carnegie: Skills for Success Course	26
Dale Carnegie Course: Effective Communications and Human Relations	36
Strictly Business: The Dale Carnegie Immersion Course	21.5
High Impact Presentations	15
Leadership Training for Results: Unleash Talent in Others	22
Develop Your Leadership Potential: Stop Doing, Start Leading	22

The American Payroll Association is the professional society for Payroll Professionals. Anyone engaged in payroll administration and/or related fields is eligible for APA membership. The APA represents a true cross section of the payroll profession made up predominantly of payroll managers from all 50 states, Washington, D.C., and Puerto Rico, with a growing constituency in Canada and other foreign nations. The APA is a nonprofit association that conducts payroll education conferences and seminars, publishes a complete library of resource tests and newsletters, and represents over 22,000 members. Here is a link to see if there is an APA Chapter in your area: <http://annex.americanpayroll.org/chapprof/chapterlinks.cfm>

APA has two types of certifications - Fundamental Payroll Certification (FPC) and Certified Payroll Professional (CPP). FPCs must accumulate a minimum of 60 qualifying recertification credit hours (RCHs) over a three-year recertification period. CPPs must accumulate a minimum of 120 qualifying recertification credit hours (RCHs) over the five- year recertification period. The APA certifications are an industry standard used by employers recruiting payroll personnel.

Council for Higher Education Accreditation

The Council for Higher Education Accreditation (CHEA) database lists more than 8,300 degree-granting and non-degree-granting institutions and more than 23,900 programs that are accredited by United States accrediting organizations that have been recognized either by CHEA or by the United States Department of Education (USDE) or both. Each accrediting organization's list of institutions or programs is prefaced by a brief description of the accredited status of the institutions or programs on the list and the year for which the list is accurate. The information in the CHEA database was supplied by the accrediting organizations. It has been reformatted but otherwise not edited by CHEA.

Colleges, universities, and programs are accredited. In the U.S., colleges and universities are accredited by one of 19 recognized institutional accrediting organizations. Programs are accredited by one of approximately 60 recognized programmatic accrediting organizations. [Accrediting organizations that are "recognized" have been reviewed for quality by the Council for Higher Education Accreditation (CHEA) or the United States Department of Education (USDE).]

Dale Carnegie Training is listed in the CHEA "Database of Institutions Accredited by Recognized United States Accrediting Organizations," accredited by the Accrediting Council for Continuing Education and Training (ACCET).

<http://www.chea.org/search/>



HR Certification Institute (HRCI)

The Human Resource Certification Institute has approved Dale Carnegie Training as a Continuing Education training provider.

HRCI has Approved the following In-Person Delivered Courses:

Course Name:

Credit Type

Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11 HR (General)
Dale Carnegie: Effective Communications & Human Relations Course	38 HR (General)
Dale Carnegie: Skills for Success	26.5 HR(General)
Develop Your Leadership Potential: Stop Doing, Start Leading	28 HR (General)
Diversity and Inclusion: Cultural Awareness and Competency	24 HR (General)
High Impact Presentations	12 HR (General)
How to Communicate with Diplomacy and Tact	11 HR(General)
Leadership Training for Managers	18 HR(General)
Leadership Training for Results: Unleash Talent in Others	28 HR (General)
Managers Matter: A Relationship-Centered Approach to Driving Employee Engagement	2 HR (General)
Public Speaking Mastery	13 HR (General)
Strictly Business: The Dale Carnegie Immersion Seminar	21.5 HR (General)

HRCI has Approved the following Live On-Line Courses:

Course Name:

Credit Type

A Manager's Guide to Sustainable Employee Engagement	5.5 HR (General)
Adjust to Change	3 HR (General)
Advancing Women in Leadership	2 HR (General)
Analyze Problems & Make Decisions	2.75 HR (General)
Build a High Performing Virtual Team	1 HR (General)
Build Trust, Credibility and Respect	2 HR (General)
Coaching for Improved Performance	2 HR (General)
Communicate Effectively	3 HR (General)
Communicate with Different Personality Styles	2 HR (General)
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11 HR (General)
Connecting and Collaborating with Others	3 HR (General)
Critical Thinking: Tools for Effective Action	3 HR (General)
Cultivate Power without Being Intimidating	3 HR (General)



Delegation	2.75 HR (General)
Developing Others through Mentoring and Coaching	1.5 HR (General)
Developing Your Leadership Potential: Stop Doing, Start Leading	19 HR (General)
Disagree Agreeably	3 HR (General)
Diversity and Inclusion: Cultural Awareness and Competency	24 HR (General)
Dream Big, Focus Small: Achieve SMARTER Goals	3 HR (General)
Effective Communications and Human Relations (8 Sessions)	22.5 HR (General)
Effective Communications and Human Relations (12 Sessions)	34 HR (General)
Getting Results Without Authority	2 HR (General)
Goal Setting and Accountability	2 HR (General)
High Impact Presenting	13 HR (General)
How to Communicate with Diplomacy and Tact	11 HR (General)
How to Present Online	1 HR (General)
How to Win Friends and Influence Business People	10 (General)
Innovation: Transforming Ideas into Solutions	2 HR (General)
Leadership Training for Managers	14 HR (General)
Lead Change Effectively	3 Business
Leading Across Generations	2 HR (General)
Leading Virtual Teams	5.5 HR (General)
Managerial Courage	2 HR (General)
Managers Matter	1.5 HR (General)
Managing Conflict in the Workplace	3 HR (General)
Managing Up	3 HR (General)
Overcoming Workplace Negativity with Enthusiasm	3 HR (General)
Performance Reviews That Motivate	1 HR (General)
Powerful Conversations to Engage Your Workforce	1 HR (General)
Present Complex Information	1 HR (General)
Present to Persuade	1 HR (General)
Present with Impact	1 HR (General)
Secrets of Motivation	2 HR (General)
Secrets to Leading with Assertiveness	1 HR (General)
Self-Awareness: Leading with Emotional Intelligence	3 HR (General)
Step Up to Leadership	5.5 (General)
Strategic Planning Essentials: Prepare for Future Success	2.75 Business
Successful Public Speaking	3 HR (General)
Succession Planning for You and Your Managers	1 HR (General)
The Art of Storytelling	2 HR (General)
Transforming Customer Complaints into Opportunities	3 HR (General)
Trusted Advisor Boot Camp	10.5 HR (General)
Understanding Ourselves and Others – True Tilt Profile	3 HR (General)
Unleash the Power of Mentoring In your Organization	2 HR (General)
Working Remotely	3 HR (General)



ISO 9001 Certification

Dale Carnegie Training's Product & Trainer Development has upgraded its management system to meet the ISO 9001:2015 standards and is registered with Bureau Veritas. No other major training organization in the world is ISO certified, marking another first for Dale Carnegie Training®. This certificate underscores Dale Carnegie's mission to provide the highest quality products and services. Dale Carnegie Training®, a company already recognized for surpassing customer expectations because of its timely, relevant training courses—a product of the company's own superior internal management systems, is now using the latest ISO quality standards.

Dale Carnegie's ISO 9001:2015 certificate includes the Management System of the design and development of training products, including translations and customization; design and development of organizational & training assessments & evaluations; training and certification of trainers.

Customer Benefits:

- Consistently high-quality trainers and training materials
- State-of-the-art assessment & measurement systems
- Customer focused and service-oriented training consultants
- Products and services that are continuously improved
- Documentation systems to ensure high-quality delivery
- Products & Services designed to meet the unique needs of our customers



National Association of State Boards of Accountancy

Dale Carnegie Training® has been approved as a CPE Sponsor by the National Association of State Boards of Accountancy (NASBA).

Dale Carnegie Sponsor Identification Number is 103450.

In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour. Graduates of Dale Carnegie Training® are eligible to receive a predetermined number of CPEs according to the following schedule (all non-learning time is removed):

Approved Live In-Person Delivered Courses (Group Live)

<u>Course Name:</u>	<u># of Eligible CPE's</u>
A Manager's Guide to Sustainable Employee Engagement	6.5
Advanced Dale Carnegie Course: Skills for Team Success (3-Day)	23.4
Advanced Dale Carnegie Course: Skills for Team Success (8-Week)	31.2
Advanced Presentations Skills	17.2
Analyze Problems & Make Decisions	4.5
Change Engagement	4.5
Coaching: Supportive and Directive Approaches	2.4
Communicating Effectively with People of Different Personality Styles	3.6
Confident, Assertive, In-Charge: Developing the Attitudes of Leadership	16.8
Conflict Management	2.4
Conflict to Collaboration	2.4
Critical Thinking	8.4
Dale Carnegie Course: Effective Communication & Human Relations (12-Week)	46.8
Dale Carnegie Course: Skills for Success (8-Week)	31.2
Dale Carnegie Sales Training: Winning with Relationship Selling (3-Day)	23.4
Dale Carnegie Sales Training: Winning with Relationship Selling (8-Week)	31.2
Delegation - 1/2 Day Workshop	4.5
Delivering High Impact Presentations	9.5
Develop Your Leadership Potential: Stop Doing, Start Leading	33.6
Disagree Agreeably	2.4
Diversity and Inclusion: Cultural Awareness and Competency	29.6
Effective Meeting Management	9
Emerging Leaders	27
Ethical Leadership	2.4
High Impact Presentations	16.8
How to Communicate with Diplomacy and Tact	15.6
How to Win Friends and Influence People in Business	15.6
Lead Effective Meetings (1/2 Day)	4.5
Leadership & Influence	15.6
Leadership Training for Managers (3-Day)	23.4
Leadership Training for Managers (7-Week)	27.2



Leadership Training for Results: Unleash Talent in Others	33.6
Leading with Intention	4.5
Make Every Interaction COUNT	9
Manage Change Effectively	3.6
Managing Up – (1/2 Day)	4.5
People Skills for Managers and Supervisors	8
Planning Presentations	2.4
Powerful Presentations	9.6
Present to Inform	2.4
Present to Persuade	9
Present with Impact	2.4
Project Planning	2.4
Public Speaking Mastery	15.6
Sales Advantage (3-Day)	23.4
Sales Advantage (8-Week)	31.2
Strictly Business: Dale Carnegie Immersion Seminar	27
Team Problem Solving & Decision Making – (1/2 Day)	4.5
The Leadership Advantage (3-Day)	23.4
Time Management	5
Trusted Advisor Bootcamp	15.6
Understanding Virtual Teams – (1/2 Day)	4.5
Virtual Leadership Best Practices - (1/2 Day)	4.5

Approved Live On-Line Courses

<u>Course Name:</u>	<u># of Eligible CPE's</u>
A Manager's Guide to Sustainable Employee Engagement	7.2
Active Listening	1.2
Accountability	1.2
Adapting to Change	1.2
Adjust to Change	3.6
Advancing Women in Leadership	2.4
Analyze Problems and Make Decisions	3.6
Appeal to Buyer Motives to Close More Sales	1.2
Attitudes for Service	3.6
Build a High Performing Virtual Team	1.2
Build Trust, Credibility and Respect	2.4
Building Your Power Team	2.4
Coaching for Improved Performance	2.4
Communicate Effectively	3.6
Communicate with Different Personality Styles	2.4
Communicate to Lead	1.2
Communicating Across Cultures	1.2



Compelling Sales Presentations	3.6
Confident, Assertive, In-Charge: Developing the Attitudes of Leadership	13
Connecting and Collaborating with Others	3.6
Create Your Work-Life Breakthrough	1.2
Creating a Vision	1.2
Critical Thinking: Tools for Effective Action	3.6
Cross and Up Selling	3.6
Cultivate Power without Being Intimidating	3.6
Dale Carnegie Sales Training: Winning with Relationship Selling	13
Delegation	3.6
Develop Your Leadership Potential: Stop Doing, Start Leading	22
Developing Cultural Adaptability	1.2
Developing Direct Reports with Feedback	1.2
Developmental Conversations	1.2
Disagree Agreeably - Live Online	3.6
Diversity and Inclusion: Cultural Awareness and Competency	29.6
Dream Big, Focus Small: Achieve SMARTER Goals	3.6
Effective Communications and Human Relations (8 Sessions)	27.2
Effective Communications and Human Relations (12 Sessions)	40.8
Feedback That Works	1.2
Getting Results Without Authority	1.2
Goal Setting and Accountability	2.4
High Impact Presenting	16
How to Cold Call and Build New Customers	3.6
How to Communicate with Diplomacy and Tact	13
How to Present Online	1.2
How to Win Friends and Influence Business People	13
Incoming Telephone Skills	2.4
Innovation: Transforming Ideas into Solutions	2.4
Lead Change Effectively	3.6
Leadership Blind Spots	1.8
Leadership Training for Managers	16.8
Leading Across Generations	2.4
Leading Strong Teams	3.6
Leading Virtual Teams	7.2
Leading Virtual Teams	6.5
Managerial Courage	2.4
Managers Matter	1.8
Managing Conflict in the Workplace	3.6
Managing Conflict with Peers	1.2
Managing Conflict with Your Boss	1.2



Managing Customer Expectations	3.6
Managing Global & Virtual Teams	1.2
Managing Up	3.6
Managing Workplace Stress	3.6
Marshall Goldsmith: What Got You Here Won't Get You There	6.5
Meetings That Work	3.6
Negotiations: A Human Relations Approach	2.4
Outstanding Customer Service	2.4
Overcoming Workplace Negativity w/Enthusiasm	3.6
Performance Reviews that Motivate	1.2
Powerful Conversations to Engage Your Workforce	1.2
Present Complex Information	1.2
Present to Persuade	1.2
Present with Impact	1.2
Presentations that Influence People	1.2
Raising Sensitive Issues in a Team Environment	1.2
Remember Names to Build Better Professional Relationships	2.4
Secrets of Motivation	2.4
Secrets to Leading with Assertiveness	1.2
Self-Awareness: Leading with Emotional Intelligence	3.6
Selling Your Ideas to Your Organization	1.2
Selling Yourself Without Selling Out	1.2
Understanding Ourselves and Others – True Tile Profile	3.6
Virtual Selling: How to Build Relationships Online	16.5
Virtual Train the Trainer Certification Program	16.8
Win Friends and Influence People: Secrets of Success	3
Working Remotely	3.6





Professional Golfers' Association of America

The Professional Golfers Association of America has approved Dale Carnegie Training as a Continuing Education training provider and will provide PGA Professionals continuing education credits for all Dale Carnegie Training programs.

Founded in 1916, The PGA of America is the largest working sports organization in the world, comprised of more than 28,000 dedicated men and women promoting the game of golf to everyone, everywhere.

PGA Professionals can receive 1 MSR (Member Service Requirement) for every 1 hour of Dale Carnegie Training. PGA Professionals need 12 MSRs in education every three-year cycle.

PGA Major Career Paths in Which PGA Professionals are Employed

A primary goal of the PGA of America's continuing education program is to help PGA Professionals become well-rounded individuals who are committed to the traditional values of golf which are teaching, playing and promoting the game. To assist PGA Professionals and PGA PGM participants manage the vibrant schedule of continuing education programs throughout the year, the PGA of America has identified six major Career Paths in which PGA Professionals are employed. The six Career Paths are:

Golf Operations - Overview of responsibilities for golf management and activities to include player development, tournament management, tee reservation services, merchandising, professional shop services, golf car fleet management, Rules interpretations and overview of golf course maintenance.

Instruction - Specialization in teaching the game and managing the business side of golf instruction.

General Management - Overview and management of the entire facilities.

Retail - Management of merchandising for green-grass golf shops and off-course retail shops to include purchasing, inventory control, marketing and promotions and displays and modeling.

Executive Management - Administration of a golf association to include membership services & benefits, philanthropy and fulfillment of the association's mission statement in the game of golf.

Ownership/Leasing - Development and financing of golf facilities and all aspects of ownership and leasing.



Project Management Institute

The Project Management Institute (PMI) is the world's leading association for the project management profession. It administers a globally recognized, rigorous education and/or professional experience and examination based professional credential program. PMI's membership represents a global community with more than 200,000 professionals, representing 125 countries. PMI professionals come from virtually every major industry including aerospace, automotive, business management, construction, engineering, financial services, information technology, pharmaceuticals, health care, and telecommunications.

In order to satisfy the Continuing Certification Requirement (CCR) Program and maintain an active credential status, individuals that have attained the PMP credential must accrue and report a minimum of 60 Professional Development Units (PDU's) during each 3-year CCR cycle.

The Project Management Institute has approved Dale Carnegie Training as a Registered Education Provider.

Approved Live In-Person Delivered Courses

<u>Course Name:</u>	<u>PDU's</u>
Achieving Results through Trust, Collaboration & Influence	23.25
Advanced Dale Carnegie Course Skills for Team Success (3-Days)	21
Advanced Dale Carnegie Course Skills for Team Success (8-Week)	28
Advanced Presentations Skills	14
Analyze Problems and Make Decisions	3.75
Becoming a Trusted Advisor and Creating Loyal Customers	7.25
Becoming a Trusted Partner	7
Building Relationships, Establishing Trust, Driving Sales	2
Building the Foundation for Successful Leadership	18
Business Partnering	16
Change Engagement	3.75
Confident, Assertive, in-Charge: Developing the Attitudes for Leadership	13.5
Consultative Client Relations Skills	14.5
Consultative Selling	14
Creating Culture that Engages and Retains Millennials & Generation Z	1.5
Dale Carnegie Course: Skills for Success (3-Day)	22.5
Dale Carnegie Course: Skills for Success (8-Week)	23.5
Dale Carnegie Management Development Course	21
Dale Carnegie Sales Training: Winning with Relationship Selling (3-Day)	22.5
Dale Carnegie Sales Training: Winning with Relationship Selling (8-Day)	26
Delivering High Impact Presentations (1-Day)	6.75



Develop Your Leadership Potential: Stop Doing, Start Leading	28
Developing Emotional Intelligence for Success	14
Developing Positive Attitudes for Client Service	3.25
Developing Team Collaboration Skills for Organizational	14.5
Diversity and Inclusion: Cultural Awareness and Competency	24
Effective Conflict Management Skills	14.5
Effective Facilitation & Presentations Skills Program	14
Effective Leadership Skills	37.5
Effective Negotiation Skills	14.5
Effective Presentations Skills	14.5
Effective Stakeholder Communications	7
Effective Time Management	14.5
Engagement for the Real World	13.25
Enhancing Your Coaching Skills	7.5
Enhancing Your Leadership Presence	6.75
Getting Rid of The Fear & Horror of Public Speaking	13
Handling Complaints Effectively	3.25
High Impact Presentations Course	16
How Smart Leaders Create Engaged Employees	2
How to Communicate with Diplomacy & Tact	14
How to Handle Multiple Demands on your Time	7
How To Win Friends & Influence People In Business	11.5
Influencing Across the Organization	12.75
Inspire and Motivate	1
Leadership & Influence	13.25
Leadership Skills for Team Success	22.5
Leadership Training for Managers (7-Week)	22.5
Leadership Training for Managers (4-Day)	26
Leadership Training for Managers (3-Day)	19.5
Leadership Training for Results: Unleash Talent in Others	28
Leading Engagement	22.75
Leading without Authority	13.25
Managers Matter: A Relationship-Centered Approach to Driving Employee Engagement	2
Managing High Performance Teams	15
Managing Stress and Accelerating Success	16.25
Marshall Goldsmith: What Got You Here Won't Get You There	14.5
People Skills for First Time Managers and Supervisors	6.5
Present to Persuade (Meeting)	2
Presentation and Briefing Techniques	19.25
Presentations for Success	3
Public Speaking Mastery	14.5
Sales Advantage (3-Day)	24
Sales Advantage (8-Week)	26
Step Up to Leadership	7
Storytelling in Business: How to Motivate, Inform and Inspire	2



Strategic and Critical Thinking Skills Program	14.5
Strictly Business: The Dale Carnegie® Immersion Seminar	21.75
Successful Public Speaking	8.5
Tactical Leadership Communications	15
The Art of Clear & Concise Communication	12.75
The Dale Carnegie Course: Effective Communications and Human Relations (12-Week)	36
The Leadership Advantage (3-Day)	22.5
Uncovering Leadership Blind Spots: Discovering the Pathway to Motivating Your Employees	1.5
Win-Win Negotiations	2.25
World Class Customer Service	14

Approved Live On-Line Courses

A Manager's Guide to Sustainable Employee Engagement	6
Adjust to Change	2
Advancing Women in Leadership	2
Analyze Problems & Make Decisions	3
Appeal to Buyer Motives to Close More Sales	1
Attitudes for Service	3
Build a High Performing Virtual Team	1
Build Trust, Credibility and Respect	2
Building Your Power team	2
Coaching for Improved Performance	2
Communicate Effectively	3
Communicate with Different Personality Styles	2
Compelling Sales Presentations	2.75
Confident, Assertive, In-Charge: Developing the Attitudes of Leadership	11
Connecting and Collaborating with Others	3
Create Your Work-life Breakthrough	1
Critical Thinking: Tools for Effective Action	3
Cross and Upselling	3
Cultivate Power without Being Intimidating	3
Dale Carnegie Sales Training: Winning with Relationship Selling	16
Delegation	2.75
Develop Your Leadership Potential: Stop Doing, Start Leading	19
Disagree Agreeably	3
Diversity and Inclusion: Cultural Awareness and Competency	24
Dream Big, Focus Small: Achieve SMARTER Goals	3
Effective Communications and Human Relations (8 Sessions)	22.5
Effective Communications and Human Relations (12 Sessions)	34
Getting results w/o Authority	1
Goal Setting & Accountability	2
High Impact Presenting	13
How to Cold Call & Build New Customers	2.75
How to Communicate with Diplomacy and Tact	11



How to Present Online	1
How to Win Friends and Influence Business People	11
Incoming Telephone Skills	2
Innovation: Transforming Ideas into Solutions	2
Lead Change Effectively	3
Leadership Blind Spots	1.5
Leadership Training for Managers	14
Leading Across Generations	2
Leading Strong Teams	2.75
Leading Virtual Teams	5.5
Managerial Courage	2
Managers Matter	1.5
Managing Conflict in the Workplace	2.75
Managing Customer Expectations	3
Managing Up	3
Managing Workplace Stress	3
Marshall Goldsmith: What Got You Here Won't Get You There	5.5
Meetings That Work	3
Negotiations: A Human Relations Approach	2
Outstanding Customer Service	2
Overcoming Workplace Negativity with Enthusiasm	3
Performance Reviews that Motivate	1
Powerful Conversations to Engage Your Workforce	1
Present Complex Information	1
Present to Persuade	1
Present with Impact	1
Remember Names to Build Better Professional Relationships	2
Secrets of Motivation	2
Secrets to Leading with Assertiveness	1
Self-Awareness: Leading with Emotional Intelligence	3
Step Up to Leadership	5.5
Strategic Planning Essentials: Prepare for Future Success	3
Successful Public Speaking	3
Succession Planning for You and your Managers	1
The Art of Storytelling	2
Time Management	11
Time Management: Organize and Prioritize to Increase Your Productivity	1
Transforming Customer Complaints into Opportunities	3
Trusted Advisor Bootcamp	12
Understanding Ourselves and Others – True Tilt Profile	3
Unleash the Power of Mentoring in your Organization	2
Virtual Meetings that Engage	2
Virtual Selling: How to Build Relationships Online	13.75
Virtual Train the Trainer Certification Program	14
Working Remotely	3





Society for Human Resource Management (SHRM)

The Society for Human Resource Management has approved Dale Carnegie Training courses for Professional Development Credits (PDC's). We are listed on the SHRM website as an approved training provider at the following link:

<https://portal.shrm.org/Public/PreferredProviderDirectory.aspx?search=Dale%20Carnegie>

If you need SHRM Credits for your course, please make sure to tell you Dale Carnegie Point of Contact prior to your class starting so that a unique id# can be assigned to the course by SHRM or reach out to Andrea Hayes directly at andrea.hayes@dalecarnegie.com.

If a program already took place prior to it being assigned a pre-approved activity ID (and the course is approved already; listed above), please advise attendees that they can claim credit by manually entering the programming details into their SHRM certification account. The participant must retain documentation such as certificate of program completion/timed agenda for verification of attendance and educational hours spent in the program. Please reach out to Andrea Hayes if you have any questions on how to manually claim the credits for the course.

Approved Live In-Person Delivered Courses

<u>Course Name:</u>	<u>PDC's</u>
Achieving Breakthrough Engagement: Enabling Leaders to Move Employee Engagement to the Next Level	2
Advanced Dale Carnegie Course: Skills for Team Success (3-Day)	22.5
Advanced Dale Carnegie Course: Skills for Team Success (8 - Week)	22
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11
Creating a Culture that attracts and Retains Millennials	2
Dale Carnegie Skills for Success Course (8-Week)	26.5
Dale Carnegie: Effective Communications & Human Relations Course (12-Week)	38
Develop Your Leadership Potential: Stop Doing, Start Leading	28
Diversity and Inclusion: Cultural Awareness and Competency	24
Getting Rid of The Fear & Horror of Public Speaking	13
High Impact Presentations	12
How Great Organizations Create a Culture of Engagement	2
How Smart Leaders Create Engaged Employees	2
How to Communicate with Diplomacy and Tact	13
How to Win Friends and Influence People in Business	13



Leadership Training for Managers (3-Day)	19.5
Leadership Training for Managers (7-Week)	18
Leadership Training for Results: Unleash Talent in Others	28
Managers Matter: A Relationship-Centered Approach to Driving Employee Engagement	2
Public Speaking Mastery	13
Storytelling in Business Workshop: How to Motivate, Inform & Inspire	1
Strictly Business: The Dale Carnegie Immersion Seminar	21.5
The Leadership Advantage (3-Day)	18
Uncovering Leadership Blind Spots	2

Approved Live On-Line Courses

<u>Course Name:</u>	<u>PDC's</u>
A Manager's Guide to Sustainable Employee Engagement	5.5
Adjust to Change	3
Advancing Women in Leadership	2
Analyze Problems and Make Decisions	2.75
Attitudes for Service	3
Build a High Performing Virtual Team	1
Building Your Power Team	1.75
Build Trust, Credibility and Respect	2
Coaching for Improved Performance	1.75
Communicate Effectively	3
Communicate with Different Personality Styles	2
Compelling Sales Presentations	3
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11
Connecting and Collaborating with Others	3
Create Your Work-Life Breakthrough	1
Critical Thinking: Tools for Effective Action	3
Cultivate Power without Being Intimidating	3
Delegation	3
Develop Your Leadership Potential: Stop Doing, Start Leading	19
Disagree Agreeably	3
Diversity and Inclusion: Cultural Awareness and Competency	24
Dream Big, Focus Small: Achieve SMARTER Goals	3
Effective Communication and Human Relations (8 Sessions)	22.5
Effective Communications and Human Relations (12 Sessions)	34
Getting Results Without Authority	1
Goal Setting and Accountability (Sales + Service)	2
High Impact Presenting	13
How to Communicate with Diplomacy and Tact	11
How to Present Online	1
How to Win Friends and Influence Business People	11
Incoming Telephone Skills	2



Innovation: Transforming Ideas into Solutions	2
Lead Change Effectively	3
Leadership Blind Spots	1.5
Leadership Training for Managers	14
Leading Across Generations	2
Leading Strong Teams	3
Leading Virtual Teams	5.5
Managerial Courage	2
Managers Matter	1.5
Managing Conflict in the Workplace	3
Managing Customer Expectations	3
Managing Up	3
Managing Workplace Stress	3
Marshall Goldsmith: What Got You Here Won't Get You There	5.5
Meetings That Work	3
Negotiations: A Human Relations Approach	1.75
Outstanding Customer Service	2
Overcoming Workplace Negativity with Enthusiasm	3
Performance Reviews That Motivate	1
Powerful Conversations to Engage Your Workforce	1
Present Complex Information	1
Present to Persuade	1
Present with Impact	1
Presentations that Influence People	1
Remember Names to Build Better Professional Relationships	2
Secrets of Motivation	2
Secrets to Leading with Assertiveness	1
Self-Awareness: Leading with Emotional Intelligence	3
Step Up to Leadership	5.5
Strategic Planning Essentials: Prepare for Future Success	3
Successful Public Speaking	3
Succession Planning for You and Your Managers	1
The Art of Storytelling	2
Transforming Customer Complaints into Opportunities	3
Trusted Advisor Boot camp	10.5
Understanding Ourselves and Others – True Tile Profile	3
Unleash the Power of Mentoring In your Organization	2
Virtual Meetings that Engage	2
Virtual Selling: How to Build Relationships Online	13.75
Virtual Train the Trainer Certification Program	14
Working Remotely	3



The Database of Accredited Postsecondary Institutions and Programs

The accreditation database is brought to you by the U.S. Department of Education's Office of Postsecondary Education (OPE). The database is provided as a public service without warranty of any kind. The database does not constitute an endorsement by the U.S. Department by the U.S. Department of Education of any of the educational institutions or programs. OPE Recommends that this database be used as a one source for qualitative information and that additional sources of qualitative information be consulted.

What is the role of the U.S. Department of Education in postsecondary Education?

The U.S. Department of Education does not accredit educational institutions and/or programs. However, the Secretary of Education is required by law to publish a list of nationally recognized accrediting agencies that the Secretary determines to be reliable authorities as to the quality of education or training provided by the institutions of higher education and the higher education programs they accredit. The U.S. Secretary of Education also recognizes State agencies for the approval of public postsecondary vocational education and nurse education.

Please note, the Secretary of Education's recognition of accrediting agencies is limited by statute to accreditation activities within the United States. Although many recognized agencies carry out accrediting activities outside the United States, these actions are not within the legal authority of the Department of Education to recognize, are not reviewed by the Department, and the Department does not exercise any oversight over them. (Consequently, institutions and programs outside the United States that are accredited by recognized agencies are not included in this database.)

What is the role of the accrediting agency?

The goal of accreditation is to ensure that education provided by institutions of higher education meets acceptable levels of quality. Accrediting agencies, which are private educational associations of regional or national scope, develop evaluation criteria and conduct peer evaluations to assess whether or not those criteria are met. Institutions and/or programs that request an agency's evaluation and that meet an agency's criteria are then "accredited" by that agency.

<https://ope.ed.gov/accreditation/Search.aspx>



University of Central Missouri

The University of Central Missouri is now offering the world-famous Dale Carnegie Training® programs. These programs are available at your convenience through the University of Central Missouri-School of Graduate and Extended Studies. For organizations, these programs are excellent tools to develop employee talent, groom high-potential leaders, and meet the talent management needs of your organization. For individuals, these programs will help you improve your performance and increase your value to the organization you serve. Whether you are pursuing a degree, professional continuing education, or wanting to accelerate your career, these programs will help you achieve your goals.

The University of Central Missouri offers letter grade transferable college credit for participants enrolled in eligible Dale Carnegie Training programs through the University of Central Missouri. The Dale Carnegie Course (COMM 2700), the Management, Sales, and Presentations Courses may be available as elective credit towards your degree.

To enroll, request a transcript, please contact your local Dale Carnegie® representative or the University of Central Missouri-School of Graduate and Extended Studies at 877-SAY-UCMO Ext. 22.

Name of Course (In Person and Live Online)	Semester Hour(s)
Dale Carnegie Course®: Effective Communications & Human Relations	3 Hours
Dale Carnegie®: Skills for Success Course	2 Hours
Strictly Business: The Dale Carnegie® Immersion Seminar	2 Hours
Advanced Dale Carnegie Course: Skills for Team Success	2 Hours
Leadership Training for Managers	2 Hours
The Leadership Advantage	2 Hours
Develop Your Leadership Potential: Stop Doing, Start Leading	2 Hours
Leadership Training for Results: Unleash Talent in Others	2 Hours
Winning Relationship Selling	2 Hours
Dale Carnegie Sales Training: Winning with Relationship Selling	2 Hours
How to Sell Like a Pro	2 Hours
Generation.Next (Skills for Success will appear on student transcript)	1 Hour
High Impact Presentations	1 Hour

If the participant **was not** enrolled through the University of Central Missouri for the course, the transcript will appear as stated below:

- UCM list Dale Carnegie Programs as “Transfer Credit” on the transcript
- Grades are posted as a Pass/Fail Course on the transcript
- UCM will list multiple courses on the transcript for one fee of \$50.00
- Each additional transcript request is \$10.00

Eligible Dale Carnegie course grades may appear on the transcript as “P”, indicating a passing grade. Under our agreement with Dale Carnegie & Associates (DCAI), UCM follows DCAI’s grading rubric indicating “P” is the equivalent of “C”, or better in the course.

