Live Online Course Schedule

January to June 2024

At Dale Carnegie, we provide our live online training that is designed to focus on individual participant results, engaging virtual activities, and personalized experiences. Our learning library includes a variety of programs under 6 core topics, designed to expand and sharpen your skills for a more successful career:

Mercedes S. MS ~

C.R

Quickly learn to amaze your customers and build their loyalty with the tips and techniques successful professionals in the customer service industry use every day.	Cross and Up Sellin Managing Custom Outstanding Custo Transforming Custom	er Expectations	ties	
 Leadership A respected leader is an effective leader. That's why we teach methods that empower today's leadership to exude integrity and engage employees, creating a more streamlined and productive business. A Manager's Guide to Sustainable Employee Engagement Adjust to Change Advancing Women in Leadership Analyze Problems and Make Decisions Build a High Performing Virtual Team Build Trust, Credibility, and Respect Coaching for Improved Performance 	O O O Present Complex I O Present to Persuad Present with Impad Successful Public O Connecting and Co Create Your Work- e'll Disagree Agreeabl ple Dream Big, Focus S	line • Virtual Meetings the nformation de ct Speaking billaborating with Others Life Breakthrough	-	 Self-Awareness: Leading with Emotional Intelligence Step Up to Leadership Strategic Planning Essentials: Prepare for Future Success Succession Planning for You and Your Managers Time Management: Organize and Prioritize to Increase Your Productivity Time Management Unleash the Power of Mentoring in Your Organization Working Remotely Managing Up Managing Workplace Stress Overcoming Workplace Negativity with Enthusiasm
Sales Connect with customers on a more personal level. Understand customers and grow revenue, while providing people with a valuable understanding of another's needs beyond just a single one-time sale	Compelling Sales I Dale Carnegie Sale How to Cold Call ar	es Training: Winning with Relation nd Build New Customers man Relations Approach	ship Selling	

Your career is ready for you to lead it! This world-famous course will give you confidence and competence to gain the command you need in your career and personal life. • Effective Communications and Human Relations (8-session)



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Duration

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or A	CUSTOMER SERVICE Attitudes for Service		Cross and Up	
	Learn to project a friendly willingness to serve customers in a low-pressure, high-touch way, in every customer interaction. Increase your self-awareness, improve your communication skills, and ask the right questions. With the Four Drivers of Customer Service, you'll set goals for being a customer champion.	Duration 90 mins	You're the expert in you customers that. Cross-se value to them. Clients m upgrades. They may nev services to go with their	r business. Now it's time to show lling and upselling are two ways to ay not be aware that you offer add er have heard about your correspo purchase. Increase value and impo en you learn to cross-sell and upso
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> Looking to develop and improve your skills?

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	an organization manages to exceed customer expectations. Learn about important strategies for exceeding customer expectations and formulate an action plan to implement the strategies in your organization.	90 mins		eas Ser
	From a customer's perspective whether internal or external, it feels good when expectations are met, but it feels great when	Duration		You

, []	CUSTOMER SERVICE	
ă	Outstanding Customer Service	
	You can become the HERO of your customer's journey by being professional, friendly, and effective in solving their issues with ease. This course shows you how to deliver Outstanding Customer Service every time, and remember, it starts with you!	Duration 1 Hour E
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Looking to develop and improve your skills?



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	Learn how to create a positive and productive work environment by understanding and influencing the factors that drive employee engagement. Develop your emotional intelligence, communication, and leadership skills to inspire and motivate. Implement best practices and create a plan to foster a culture of engagement in your organization. (2-hour weekly sessions)	Duration 3 Sessions E E C C C C C C C C C C C C C C C C C		be p even instr will app	nge is a constant factor in toda prepared for it. Adapting to chan n seeking it out. When we enjo ead of falling behind and losing inspire you to face change with roach that will benefit you and PCOMING EVENTS
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to develop and ove your skills?



2000	LEADERSHIP Advancing Women in Leadership Learn how to identify and leverage your strengths, overcome gender stereotypes and biases, communicate with confidence and assertiveness, build strategic networks and mentors, negotiate for what you want and deserve, balance your personal and professional life, apply Dale Carnegie's principles of human relations to enhance your influence and impact as a	Duration 2 Hours	2000	LEADERSHIP Analyze Problems and Make Decisions Learn how to define the problem clearly, gather relevant information and data, generate creative and feasible solutions, evaluate the pros and cons of each solution, choose the best solution based on criteria and evidence, implement the solution with an action plan, monitor the results and feedback, use critica thinking tools and techniques to improve your problem-solving	
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workforces have become more common. But how do you build a cooperative and productive team if you can't meet f to-face? This live online webinar will give you the			you know whether your workforce is operating with confidence in one another. You'll learn the communi fundamentals for building trust and be able to share
communication skills to develop and motivate a successful virtual team.			your team. You'll also be able to spot and defuse mis adopt actions to begin restoring trust.
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	to provide direction, instruction, and training to help their team members grow skills and achieve objectives. In this course, you will learn the tools to close the gap between good			different personality styles and get equipped with the knowle to approach each conversation in a way that creates positive outcomes. Grow your ability to enhance relationships and ge	edge
	individual recognize ways in which they can improve their effectiveness and performance. Effective leaders use coaching	Duration 90 mins		own communication style and build effective approaches to b collaboration, trust, and influence. Grow your understanding	ouild
	Performance Coaching is about providing support and advice to help an	Duration		Personality Styles Understand the four dominant personality styles, explore you	ır Du
	Coaching for Improved			Communicate with Different	
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	LEADERSHIP Confident, Assertive, In-Charge: Developing the Attitudes of Leadership Your strength as a leader is conditional on your ability to influence others at all levels of your organization. This course releases your confidence and enthusiasm that has previously been hidden by fear and self-consciousness. You'll discover how to say "no" (but nicely!) and eliminate all questions of who's in charge! (3-hour weekly sessions)	Duration 4 Sessions E	Crit Effe Workers business critical t imagina in the ri	ERSHIP ical Thinking: Tools for ctive Action s and leaders need to future-proof their skills and ses by finding solutions now. When we rely on stroi hinking—thinking that accentuates the best of both tive and rational sides—then we can know we're he ght direction. This critical thinking training course g tools to do just that.	n our 90 m eaded
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	organization, generate creative ideas that solve problems and add value, evaluate, and select the best ideas for implementation, and execute your innovation projects successfully.	2 Hours		communicate a clear vision and purpose for change, over resistance and barriers, engage stakeholders and employe sustain momentum and results.	rcome
	into Solutions Learn how to foster a culture of innovation in your	Duration		Learn how to lead change initiatives in your organization,	,
	Innovation: Transforming Ideas			Lead Change Effectively	



\sim	LEADERSHIP Leadership Training for Results: Unleash Talent in Others		2000	LEADERSHIP Leading Across Generations	
	Unleash Talent in Others: Learn proven methods for developing engaged, high-performing teams. Discover how to create a shared vision and goals, delegate effectively, provide constructive feedback, coach for success, resolve conflicts, and celebrate achievements. (3-Hour weekly sessions)	Duration 10 Sessions		Learn how to leverage the strengths and perspectives of different generations in your workforce, communicate effectively across generational gaps, foster collaboration, and teamwork among diverse groups, and motivate and retain top talent from every generation.	Duration 2 Hours E
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	Leading Strong Teams			Leading Virtual Teams
	Learn how to build strong teams that work well together, achieve common goals, and support each other. Discover how to define team roles and responsibilities, establish team norms and expectations, facilitate team meetings and discussions, resolve team issues and conflicts, and recognize team accomplishments.	Duration 3 Hours		Learn how to lead virtual teams that are productive, engage connected. Discover how to use technology effectively for communication and collaboration, build trust and rapport, clear goals and expectations for virtual teams, monitor pro and performance, and provide feedback and recognition. sessions)
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- 00	LEADERSHIP			LEADERSHIP	
	Managerial Courage		200	Managing Conflict in the Workplace	:
	Learn how to handle difficult situations and feedback with confidence and integrity. Learn the best ways to navigate difficult people and difficult situations by using a six-step process to remain cool under pressure.	Duration 2 Hours E		Learn how to manage conflict in a constructive way that leads to positive outcomes. Discover how to identify the sources and type of conflict, understand your own and others' conflict styles, apply effective strategies to handle different conflict situations, and prevent unnecessary conflict from escalating.	
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	Here Won't Get You There Learn how to identify and overcome the habits that hold you back from reaching your full potential as a leader. Discover how to solicit feedback, acknowledge your flaws, apologize and make amends, follow up and change your behavior, and achieve positive and lasting results. (3-Hour sessions)	Duration 2 Sessions		Learn how to p engaging meet time, handle co

000	LEADERSHIP	
\sim	Meetings that Work	
	Learn how to plan, facilitate, and follow up on productive and engaging meetings. Discover how to set clear objectives, manage time, handle conflicts, and create action plans.	Duration 90 mins E
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<u>~~</u>	LEADERSHIP Powerful Conversations to Engage Your Workforce Learn how to communicate effectively and persuasively with different audiences and stakeholders. Discover how to share information and viewpoints openly and directly, and how to skillfully give and receive constructive feedback.	Duration 1 Hour E E E E
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Professional Relationships		

LEADERSHIP Secrets of Motivation Learn how to identify and overcome signs of burnout and
disengagement, discover what motivates your employees, and
apply human relations principles to build effective relationships
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	Learn how to be assertive without being aggressive, navigate difficult situations with confidence, advocate for your needs, and persuade others in a respectful way.	Duration 1 Hour E		Learn how to enhance intelligence, change y qualities, and apply sk empathy and confider
	UPCOMING EVENTS (Open for enrollme			UPCOMING E
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Ž	Friday, January 5, 2024	1:00 PM	∑	Thursday, January
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February	Wednesday, February 28, 2024	2:00 PM	February	
	Date (2)	Time*		Date (2)
Ę	Thursday, March 7, 2024	11:00 AM	ج ب	Friday, March 8, 2
March	Friday, March 22, 2024	10:00 AM	March	Monday, March 2
	Date (2)	Time*		Date (1)
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	Wednesday, April 24, 2024	10:00 AM	April	
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>	Wednesday, May 15, 2024	9:00 AM		Wednesday, May
May	Thursday, May 30, 2024	10:00 AM	May	Thursday, May 23
	Date (2)	Time*	- 2	Date (2)
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Jun	Friday, June 14, 2024	9:00 AM	Jun	Thursday, June 27
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	Develop the skills to become a better, more conf	ident, an d more effe	ective version of	

ness: Leading with ntelligence your self-awareness and emotional Duration our perspective, uncover your leadership ills and principles that improve your nce. 41 VENTS (Open for enrollment) Time* 11, 2024 1:00 PM , 2024 10:00 AM Time* 1:00 PM uary 14, 2024 Time* 1:00 PM 2024 11:00 AM 5, 2024 Time* 11:00 AM 2024 Time* 8, 2024 3:00 PM 2024 9:00 AM Time* 1:00 PM 2024 , 2024 10:00 AM

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Looking to develop and improve your skills?



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~~~	LEADERSHIP Strategic Planning Essentials: Prepare for Future Success Learn how to question and challenge your organization's processes, develop a strategic intent, evaluate your current situation, and strategize ways to improve outcomes.	Duration 3 Hours
	UPCOMING EVENTS (Open for enrollment)	
January	<b>Date (1)</b> Wednesday, January 3, 2024	<b>Time*</b> 9:00 AM
February	<b>Date (1)</b> Thursday, February 8, 2024	<b>Time*</b> 1:00 PM
March	<b>Date (1)</b> Friday, March 22, 2024	<b>Time*</b> 9:00 AM
April	<b>Date (1)</b> Tuesday, April 16, 2024	<b>Time*</b> 9:00 AM
May	<b>Date (1)</b> Monday, May 20, 2024	<b>Time*</b> 2:00 PM
June	<b>Date (1)</b> Thursday, June 20, 2024	<b>Time*</b> 2:00 PM
*Time Zo	one - New York Eastern Time	

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**P** 

41

↑ Back to Table of Contents LEADERSHIP LEADERSHIP 000 Succession Planning for You and Time Management Your Managers Learn how to develop your succession planning strategy, Learn how to eliminate time wasters, manage priorities, **Duration** Duration identify and develop internal talent, anticipate competency overcome procrastination, increase focus, plan, organize, relieve needs, assess your current situation, and create a plan to fill stress, handle communications, and lead meetings. the gaps left by retirement and turnover. Þ ł. UPCOMING EVENTS (Open for enrollment) UPCOMING EVENTS (Open for enrollment) **Date (0)** Time* Date (1) Time* January *No Dates Available* January Thursday, January 4, 2024 2:00 PM Date (1) Date (0) Time* Time* February February *No Dates Available* Wednesday, February 7, 2024 9:00 AM Date (0) Time* Date (1) Time* *No Dates Available* Monday, March 4, 2024 10:00 AM March March Date (1) Time* Date (1) Time* Tuesday, April 16, 2024 1:00 PM Thursday, April 4, 2024 9:00 AM April April **Date (0)** Time* Date (1) Time* *No Dates Available* Friday, May 3, 2024 9:00 AM May May Date (1) Time* Date (1) Time* Monday, June 10, 2024 4:00 PM Wednesday, June 5, 2024 1:00 PM June June *Time Zone - New York Eastern Time *Time Zone - New York Eastern Time X Dale Carnegie Search Courses COACHING CORPORATE SOLUTIONS LOCATIONS COURSES SKILLS RELOURCES Looking to develop and Develop the skills to become a better, more confident, and more effective version of yourself improve your skills? 200 1 dd I att ALES Visit our website BUILD PRESENTERS

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Duration

$\sim$	LEADERSHIP		000	
$\sim$	Time Management: Organize and			Unleash the Power of Mentoring
	Prioritize to Increase Your			Your Organization
	Learn how to leverage time and increase productivity, work smarter, not harder, prioritize tasks, set goals, delegate effectively, and avoid distractions.	Duration 1 Hour		Learn how to create a mentoring program that can engage employees, improve performance, and build loyalty, dete the mentoring purpose, evaluate mentee groups, match with mentees, and use a 5-step process for mentoring conversations.
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February	Monday, February 26, 2024	4:00 PM	February	
	Date (2)	Time*		Date (0)
ch	Tuesday, March 12, 2024	9:00 AM	ch	*No Dates Available*
March	Thursday, March 21, 2024	1:00 PM	March	
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June	Tuesday, June 25, 2024	2:00 PM	June	
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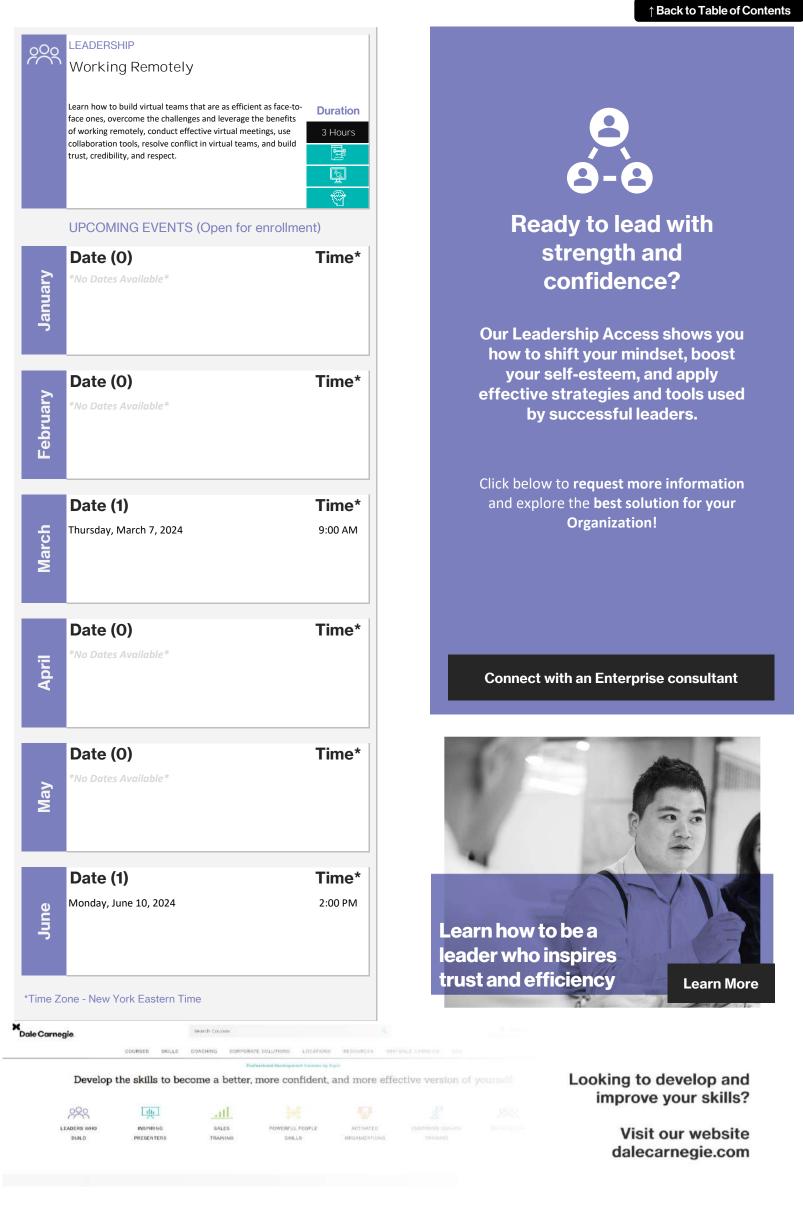
Looking to develop and improve your skills?

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	Communicate Effectively			How
	Learn how to plan and deliver messages that get results, overcome communication barriers, listen actively and empathetically, handle difficult conversations with tact and diplomacy, and adapt to different communication styles.	Duration 90 mins		Learn how use online interactior pitfalls, pru your voice
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Lili. I	PRESENTATION	
- <u></u>	How to Present Online	
	Learn how to design and deliver engaging online presentations, use online tools and platforms effectively, manage online interactions and feedback, avoid common online presentation pitfalls, project confidence, credibility and enthusiasm through your voice and body language. UPCOMING EVENTS (Open for enrollment)	Duration 1 Hour E
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	Date (2)	Time*
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une	Tuesday, June 18, 2024	4:00 PM
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Duration

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ıllı	PRESENTATION		PRESENTATION	
	Present with Impact		Successful Publ	ic Speaking
	This course will help you present with impact in any situation. You will learn how to prepare and deliver presentations that capture your audience's attention, communicate your message clearly and effectively, use visuals and props creatively, demonstrate confidence and poise through your voice.	Duration 1 Hour E	verbal and non-verbal comm audience and handle nervou tools to improve your perfor	ganize your speech, use effec unication techniques, engage sness, use feedback and evalu mance and confidence. And a unlimited presentation skills ( ear!
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June	Friday, June 14, 2024	9:00 AM
7	Thursday, June 27, 2024	1:00 PM

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丱	PRESENTATION The Art of Storytelling		1	<u>ш</u>	PI V
	Learn how to craft and deliver stories that connect with your listeners, convey your message, and inspire action, use	Duration			Le: teo
	storytelling techniques to enhance your presentations, sales pitches, meetings and conversations.	2 Hours			co eff bu
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l dh	PRESENTATION	
	Virtual Meetings that Engage	
	Learn how to set clear objectives and agendas, choose the right technology and platform, manage online interactions and collaboration, handle technical issues and distractions, follow up effectively, apply Dale Carnegie's principles of human relations to build rapport and trust in a virtual environment.	Duration 2 Hours
	UPCOMING EVENTS (Open for enrollment)	)
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Looking to develop and improve your skills?





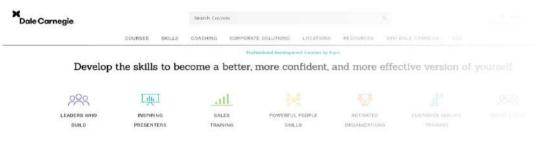
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Want to have a lasting impact on people? Learn how to build authentic relationships with Dale Carnegie's tried and true methods





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	proven principles for gaining trust and building rapport, and identify opportunities to improve relationships and build collaboration between teams.	90 mins		unbalance in your life, common stressors that upset work-life balance, and stress reducing principles to apply to your professional and personal life, and commit to actions that reduce stress and regain balance.	: :
	Learn how to build trust and rapport in relationships with customers, colleagues, and teams, apply Dale Carnegie's	Duration		Learn how to live a balanced, healthy life by self-reflecting on what is truly important to you, identify areas of balance and	Du
	with Others			Breakthrough	
a b	Connecting and Collaborating		d b	Create Your Work-Life	



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<u>}</u> 8-6	PEOPLE SKILLS Disagree Agreeably			2, 2 0-8-0 0 0	PEC Dre
	Learn how to navigate disagreements in an agreeable and professional way, identify your personal hot buttons and your role in disagreements, cushion messages for greater acceptance, use evidence to eliminate doubt, and apply six rules for disagreeing agreeably, and contribute ideas and disagree in an agreeable way.	Duration 90 mins E			Sm Learr impo big re your
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	Develop the skills to become a better, more conf	ident, and more	effective versi	on of y	

ବ୍ୟୁ ବ୍ୟୁ ଚ	PEOPLE SKILLS Dream Big, Focus Small: Achieve Smarter Goals Learn how to set SMARTER goals, identify the goals that are most important for your success, pinpoint the small steps that lead to big results, and apply 10 tips for achieving goals and improving your performance.	Duration 90 mins E
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Live Online Catalogue / Schedule Jan-Jun 2024

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రో ర	How to Communicate with		ర్ ర	Mana
	Diplomacy and Tact Learn how to communicate with confidence, credibility, clarity, and consideration, develop flexibility in your communication style and assess the intent of your messages, practice active listening and respond effectively, speak confidently, diplomatically, and tactfully in difficult situations, build rapport, and strengthen relationships, and use emotional controls to sustain success. >>> (3-Hour weekly sessions)	Duration 4 Sessions		Learn ho organiza managei effective the orga
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0 0	PEOPLE SKILLS	
ه ک	Managing Up	
	Learn how to influence the efficiency and effectiveness of your organization and work team, plan the way you communicate with managers and colleagues, manage priorities and expectations, effectively receive suggestions, and feedback, and sell an idea up the organization.	Duration 90 mins E
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	2,0	PEOPLE SKILLS			<u>م م</u>	PEOPL
	0 20	Managing Workplace Stress			<u>م کی</u>	Over
						with
		Learn how to assess your current reactions to stress, stop worrying and start working to your full potential, commit to new work habits that will make you more productive and less stressed, and take more control over time management, organizational skills, and your attitude.	Duration 90 mins E			Learn hov workplace negativity
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م ۵	PEOPLE SKILLS	
0-8-0	Overcoming Workplace Negativity	
	with Enthusiasm	
	Learn how to identify the sources and effects of negativity in the	Dention
	workplace, use positive communication techniques to counter	Duration
	negativity, develop a positive attitude.	90 mins
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<u></u>	SALES Appeal to Buyer Motives to Close More Sales		<u>l</u>	SALES - Compelling Sales Presentatio
	Learn how to identify your buyers' needs, wants, fears and desires, use questioning techniques to uncover their hidden motives, match your product or service benefits to their motives, create value propositions that motivate them to buy, handle objections and close the sale with confidence.	Duration 1 Hour E		Learn how to analyze your audience's needs, expects objections, craft a clear and convincing message that your unique value proposition, use visuals and props demonstrate confidence and poise through your void language, engage your audience with stories and tes handle questions and feedback effectively.
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	Learn how to analyze your audience's needs, expectations and objections, craft a clear and convincing message that showcases your unique value proposition, use visuals and props creatively, demonstrate confidence and poise through your voice and body language, engage your audience with stories and testimonials, handle questions and feedback effectively.	Duration 3 Hours
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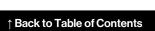
mers, Duration 8 Sessions	to gain appointments, be poised and confident when cold callin maintain a positive attitude toward cold calling, handle rejectio and objections gracefully, track your progress and results, use social media and email as part of your cold calling strategy.	an 3 Hours
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	SALES			SALES	
	Negotiations: A Human Relations		<u>ll</u>	Trusted Advisor Bootcamp	
	Approach				
	Learn how to prepare for negotiations, identify your best	Duration		Learn how to establish credibility and trust with your clients,	Dura
	alternative to a negotiated agreement (BATNA), use effective communication and listening skills, apply Dale Carnegie's	2 Hours		understand their business goals and challenges, offer value-added solutions that align with their needs, create long-term	6 Ses
	principles of human relations to build trust and rapport,			partnerships that generate repeat business and referrals, position	0.96
	handle emotions and conflicts, reach mutually beneficial agreements, deal with difficult negotiators and situations.			yourself as a trusted advisor in your industry, leverage social media and online platforms to build your personal brand and	
				reputation. (2-hour weekly sessions)	
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Q;	DALE CARNEGIE COURSE Effective Communications and Human Relations (8-session) Learn how to communicate with clarity, confidence and impact, build rapport and trust with others, handle stress and pressure effectively, influence and persuade, develop a positive attitude and mindset that fosters success, apply Dale Carnegie's principles of human relations to enhance your personal and professional relationships. (3-Hour weekly sessions)	Duration 8 Sessions
January	<b>Date (2)</b> Wednesday, January 3, 2024 Friday, January 12, 2024	<b>Time*</b> 2:00 PM 9:00 AM
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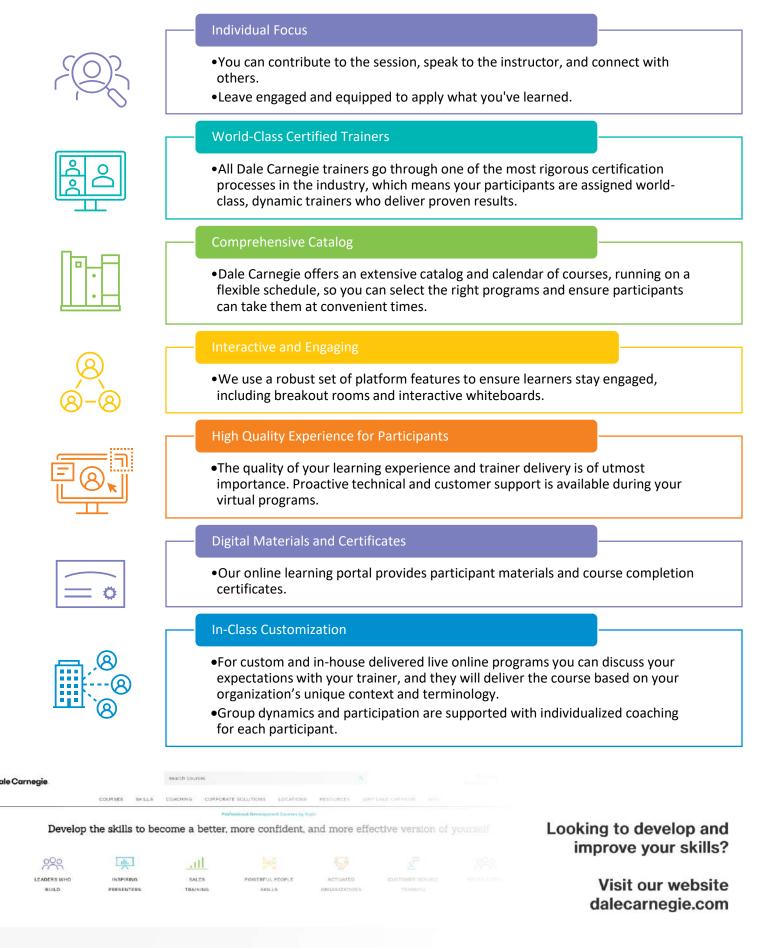
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Organizations today are struggling to create and operate in virtual environments which engage their leaders and remote teams. At Dale Carnegie, we provide our live online training that is designed to focus on individual participant results, engaging virtual activities, and personalized experiences.



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