

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:



Customer Service

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.

- Attitudes for Service
- Cross and Up Selling
- Managing Customer Expectations
- Outstanding Customer Service
- Transforming Customer Complaints into Opportunities



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
- Communicate with Different Personality Styles
- Critical Thinking: Tools for Effective Action
- Confident, Assertive, In-Charge: Developing the Attitudes of Leadership
- Cultivate Power without Being Intimidating
- Develop Your Leadership Potential: Stop Doing, Start Leading
- Delegation
- Getting Results without Authority
- Goal Setting and Accountability
- How to Win Friends and Influence Business People
- Innovation: Transforming Ideas into Solutions
- Lead Change Effectively
- Leadership Training for Results: Unleash Talent in Others
- Leading Across Generations
- Leading Strong Teams
- Leading Virtual Teams
- Managerial Courage
- Managing Conflict in the Workplace
- Marshall Goldsmith: What Got You Here Won't Get You There
- Meetings that Work
- Performance Reviews That Motivate
- Powerful Conversations to Engage Your Workforce
- Remember Names to Build Better Professional Relationships
- Secrets of Motivation
- Secrets to Leading with Assertiveness
- 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



Presentation

True to Dale Carnegie's original course, we empower our people to inspire an audience of any size, and to deliver their message with conviction and truly own the room.

- Communicate Effectively
- How to Present Online
- Present Complex Information
- Present to Persuade
- Present with Impact
- Successful Public Speaking
- The Art of Storytelling
- Virtual Meetings that Engage



People Skills

Build authentic relationships with tried and true methods that worked for Dale Carnegie himself. We'll equip you to have a real, lasting impact on the people around you.

- Connecting and Collaborating with Others
- Create Your Work-Life Breakthrough
- Disagree Agreeably
- Dream Big, Focus Small: Achieve Smarter Goals
- How to Communicate with Diplomacy and Tact
- 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 one another's needs beyond just a single one-time sale.

- Appeal to Buyer Motives to Close More Sales
- Compelling Sales Presentations
- Dale Carnegie Sales Training: Winning with Relationship Selling
- How to Cold Call and Build New Customers
- Negotiations: A Human Relations Approach
- Trusted Advisor Bootcamp



Dale Carnegie Course

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)

Do CUSTOMER SERVICE
Attitudes for Service

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

Do CUSTOMER SERVICE
Cross and Up Selling

You're the expert in your business. Now it's time to show customers that. Cross-selling and upselling are two ways to add value to them. Clients may not be aware that you offer add-ons or upgrades. They may never have heard about your corresponding services to go with their purchase. Increase value and improve customer experience when you learn to cross-sell and upsell through this online training course.

Duration
90 mins

UPCOMING EVENTS (Open for enrollment)

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	Tuesday, January 9, 2024	1:00 PM
	Wednesday, January 24, 2024	9:00 AM

January	Date (1)	Time*
	Friday, January 5, 2024	9:00 AM

February	Date (2)	Time*
	Friday, February 2, 2024	1:00 PM
	Thursday, February 22, 2024	1:00 PM

February	Date (1)	Time*
	Thursday, February 8, 2024	9:00 AM

March	Date (2)	Time*
	Tuesday, March 5, 2024	9:00 AM
	Thursday, March 21, 2024	10:00 AM

March	Date (1)	Time*
	Wednesday, March 13, 2024	2:00 PM

April	Date (2)	Time*
	Monday, April 8, 2024	2:00 PM
	Tuesday, April 30, 2024	10:00 AM

April	Date (1)	Time*
	Wednesday, April 3, 2024	10:00 AM

May	Date (2)	Time*
	Tuesday, May 7, 2024	1:00 PM
	Thursday, May 23, 2024	3:00 PM

May	Date (1)	Time*
	Tuesday, May 14, 2024	1:00 PM

June	Date (2)	Time*
	Tuesday, June 4, 2024	10:00 AM
	Monday, June 24, 2024	3:00 PM

June	Date (1)	Time*
	Friday, June 28, 2024	1:00 PM

*Time Zone - New York Eastern Time

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Develop the skills to become a better, more confident, and more effective version of yourself

Looking to develop and improve your skills?



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CUSTOMER SERVICE
Managing Customer Expectations

From a customer's perspective whether internal or external, it feels good when expectations are met, but it feels great when 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.

Duration
 90 mins

CUSTOMER SERVICE
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

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	Tuesday, February 6, 2024	1:00 PM
	Friday, February 23, 2024	2:00 PM

February	Date (2)	Time*
	Tuesday, February 13, 2024	4:00 PM
	Wednesday, February 28, 2024	11:00 AM

March	Date (2)	Time*
	Tuesday, March 12, 2024	10:00 AM
	Wednesday, March 20, 2024	9:00 AM

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	Friday, May 10, 2024	10:00 AM

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	Thursday, May 23, 2024	11:00 AM

June	Date (2)	Time*
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Do CUSTOMER SERVICE

Transforming Customer Complaints into Opportunities

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.

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Want to boost customer satisfaction and loyalty?

Learn how to exceed expectations, generate new opportunities, and leverage best industry-wide practices!

Click below to request more information and explore the best solution for your Organization!

[Connect with an Enterprise consultant](#)

Looking to boost your Team's performance?

[Learn More](#)

LEADERSHIP

A Manager's Guide to Sustainable Employee Engagement

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

LEADERSHIP

Adjust to Change

Change is a constant factor in today's world, and leaders need to be prepared for it. Adapting to change is about embracing it and even seeking it out. When we enjoy change, we can thrive in it. Instead of falling behind and losing our momentum. This course will inspire you to face change with a creative and energetic approach that will benefit you and those around you.

Duration
90 mins

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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 woman leader.

Duration

2 Hours

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January	*No Dates Available*	
February	*No Dates Available*	
March	*No Dates Available*	
April	*No Dates Available*	
May	*No Dates Available*	
June	*No Dates Available*	

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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 critical thinking tools and techniques to improve your problem-solving skills.

Duration

3 Hours

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LEADERSHIP

Build a High Performing Virtual Team

In today's geographically dispersed business world, virtual workforces have become more common. But how do you build a cooperative and productive team if you can't meet face-to-face? This live online webinar will give you the communication skills to develop and motivate a successful virtual team.

Duration
1 Hour

LEADERSHIP

Build Trust, Credibility, and Respect

Employees perform better in a trusting environment, but how do you know whether your workforce is operating with full confidence in one another. You'll learn the communication fundamentals for building trust and be able to share them across your team. You'll also be able to spot and defuse mistrust and adopt actions to begin restoring trust.

Duration
2 Hours

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	Tuesday, January 9, 2024	1:00 PM
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LEADERSHIP

Coaching for Improved Performance

Coaching is about providing support and advice to help an individual recognize ways in which they can improve their effectiveness and performance. Effective leaders use coaching 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 performance and great performance.

Duration

90 mins

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January	Thursday, January 4, 2024	3:00 PM
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February	Date (3)	Time*
	Thursday, February 1, 2024	2:00 PM
	Friday, February 9, 2024	1:00 PM
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LEADERSHIP

Communicate with Different Personality Styles

Understand the four dominant personality styles, explore your own communication style and build effective approaches to build collaboration, trust, and influence. Grow your understanding of different personality styles and get equipped with the knowledge to approach each conversation in a way that creates positive outcomes. Grow your ability to enhance relationships and get things done!

Duration

1 Hour

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Professional Development Courses by Topic

Develop the skills to become a better, more confident, and more effective version of yourself



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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

UPCOMING EVENTS (Open for enrollment)

	Date (0)	Time*
January	*No Dates Available*	
February	Wednesday, February 7, 2024	1:00 PM
March	*No Dates Available*	
April	Monday, April 1, 2024	2:00 PM
May	*No Dates Available*	
June	Thursday, June 6, 2024	9:00 AM

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LEADERSHIP

Critical Thinking: Tools for Effective Action

Workers and leaders need to future-proof their skills and businesses by finding solutions now. When we rely on strong critical thinking—thinking that accentuates the best of both our imaginative and rational sides—then we can know we're headed in the right direction. This critical thinking training course gives you the tools to do just that.

Duration

90 mins

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	Date (2)	Time*
January	Tuesday, January 23, 2024 Monday, January 29, 2024	2:00 PM 10:00 AM
February	Thursday, February 1, 2024 Friday, February 16, 2024	2:00 PM 9:00 AM
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LEADERSHIP

Cultivate Power without Being Intimidating

Learn how to build trust and credibility with others, communicate with confidence and clarity, and influence others to take action. Discover how to use your personal power to create positive outcomes, foster collaboration, and inspire others.

Duration
90 mins

LEADERSHIP

Delegation

Learn how to delegate tasks effectively to empower your team, increase productivity, and free up your time for higher-level work. Discover how to identify the right tasks to delegate, choose the best person for the job, communicate expectations and feedback, and monitor progress and results.

Duration
90 mins

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LEADERSHIP

Develop Your Leadership Potential: Stop Doing, Start

Transition from a high performer into an effective leader. Learn how to build trust and influence with others, delegate tasks and responsibilities, coach and mentor others for success, and lead change in your organization. (2-Hour weekly sessions)

Duration
10 Sessions

LEADERSHIP

Getting Results without Authority

Learn how to achieve your goals and objectives when you don't have direct control over others. Discover how to build rapport and credibility with stakeholders, communicate persuasively and assertively, negotiate win-win outcomes, and handle resistance and conflict.

Duration
1 Hour

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LEADERSHIP

Goal Setting and Accountability

Learn how to set SMART goals that align with your organization's vision and mission and track your progress and results. Discover how to overcome obstacles and challenges, celebrate achievements and rewards, and hold yourself and others accountable for delivering on expectations.

Duration

2 Hours

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LEADERSHIP

How to Win Friends and Influence Business People

Learn the timeless principles of human relations that will help you connect with others, communicate effectively, build trust and rapport, and influence others positively. Discover how to apply Dale Carnegie's proven techniques to achieve personal and professional success. (3-Hour weekly sessions)

Duration

4 Sessions

UPCOMING EVENTS (Open for enrollment)

	Date (1)	Time*
January	Monday, January 22, 2024	2:00 PM
February	Date (0)	Time*
	No Dates Available	
March	Date (0)	Time*
	No Dates Available	
April	Date (1)	Time*
	Wednesday, April 17, 2024	9:00 AM
May	Date (0)	Time*
	No Dates Available	
June	Date (0)	Time*
	No Dates Available	

*Time Zone - New York Eastern Time

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LEADERSHIP

Innovation: Transforming Ideas into Solutions

Learn how to foster a culture of innovation in your organization, generate creative ideas that solve problems and add value, evaluate, and select the best ideas for implementation, and execute your innovation projects successfully.

Duration
2 Hours

LEADERSHIP

Lead Change Effectively

Learn how to lead change initiatives in your organization, communicate a clear vision and purpose for change, overcome resistance and barriers, engage stakeholders and employees, and sustain momentum and results.

Duration
90 mins

UPCOMING EVENTS (Open for enrollment)

Month	Date (1)	Time*
January	Friday, January 12, 2024	1:00 PM

Month	Date (3)	Time*
January	Wednesday, January 3, 2024	9:00 AM
	Tuesday, January 16, 2024	1:00 PM
	Friday, January 26, 2024	10:00 AM

Month	Date (1)	Time*
February	Thursday, February 29, 2024	1:00 PM

Month	Date (3)	Time*
February	Monday, February 5, 2024	10:00 AM
	Thursday, February 15, 2024	1:00 PM
	Friday, February 23, 2024	9:00 AM

Month	Date (1)	Time*
March	Monday, March 18, 2024	4:00 PM

Month	Date (3)	Time*
March	Tuesday, March 5, 2024	2:00 PM
	Thursday, March 14, 2024	3:00 PM
	Monday, March 25, 2024	2:00 PM

Month	Date (1)	Time*
April	Wednesday, April 24, 2024	10:00 AM

Month	Date (3)	Time*
April	Tuesday, April 9, 2024	2:00 PM
	Thursday, April 18, 2024	10:00 AM
	Friday, April 26, 2024	1:00 PM

Month	Date (1)	Time*
May	Tuesday, May 7, 2024	10:00 AM

Month	Date (3)	Time*
May	Wednesday, May 8, 2024	2:00 PM
	Monday, May 20, 2024	10:00 AM
	Tuesday, May 28, 2024	2:00 PM

Month	Date (1)	Time*
June	Monday, June 24, 2024	3:00 PM

Month	Date (3)	Time*
June	Thursday, June 6, 2024	2:00 PM
	Friday, June 14, 2024	10:00 AM
	Tuesday, June 25, 2024	3:00 PM

*Time Zone - New York Eastern Time

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LEADERSHIP

Leadership Training for Results: Unleash Talent in Others

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

UPCOMING EVENTS (Open for enrollment)

January	Date (1)	Time*
	Thursday, January 4, 2024	9:00 AM

February	Date (0)	Time*
	<i>*No Dates Available*</i>	

March	Date (1)	Time*
	Wednesday, March 6, 2024	1:00 PM

April	Date (0)	Time*
	<i>*No Dates Available*</i>	

May	Date (1)	Time*
	Tuesday, May 7, 2024	9:00 AM

June	Date (0)	Time*
	<i>*No Dates Available*</i>	

*Time Zone - New York Eastern Time

LEADERSHIP

Leading Across Generations

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

UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Friday, January 5, 2024	10:00 AM
	Tuesday, January 23, 2024	9:00 AM

February	Date (2)	Time*
	Wednesday, February 7, 2024	1:00 PM
	Monday, February 26, 2024	2:00 PM

March	Date (2)	Time*
	Wednesday, March 6, 2024	10:00 AM
	Tuesday, March 26, 2024	1:00 PM

April	Date (2)	Time*
	Monday, April 1, 2024	2:00 PM
	Thursday, April 11, 2024	10:00 AM

May	Date (2)	Time*
	Thursday, May 9, 2024	10:00 AM
	Friday, May 31, 2024	1:00 PM

June	Date (1)	Time*
	Tuesday, June 11, 2024	1:00 PM

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LEADERSHIP

Leading Strong 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

UPCOMING EVENTS (Open for enrollment)

Month	Date (2)	Time*
January	Friday, January 5, 2024	9:00 AM
	Wednesday, January 17, 2024	1:00 PM
February	Tuesday, February 13, 2024	9:00 AM
	Monday, February 26, 2024	10:00 AM
March	Wednesday, March 6, 2024	1:00 PM
	Thursday, March 14, 2024	9:00 AM
April	Tuesday, April 2, 2024	2:00 PM
	Wednesday, April 24, 2024	9:00 AM
May	Friday, May 3, 2024	9:00 AM
	Monday, May 20, 2024	2:00 PM
June	Thursday, June 6, 2024	9:00 AM
	Tuesday, June 18, 2024	1:00 PM

*Time Zone - New York Eastern Time

LEADERSHIP

Leading Virtual Teams

Learn how to lead virtual teams that are productive, engaged, and connected. Discover how to use technology effectively for communication and collaboration, build trust and rapport, set clear goals and expectations for virtual teams, monitor progress and performance, and provide feedback and recognition. (3-Hour sessions)

Duration

2 Sessions

UPCOMING EVENTS (Open for enrollment)

Month	Date (1)	Time*
January	Wednesday, January 3, 2024	9:00 AM
February	Thursday, February 8, 2024	1:00 PM
March	Friday, March 8, 2024	9:00 AM
April	Monday, April 15, 2024	2:00 PM
May	Tuesday, May 14, 2024	1:00 PM
June	Wednesday, June 5, 2024	9:00 AM

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LEADERSHIP
Managerial Courage

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

LEADERSHIP
Managing Conflict in the Workplace

Learn how to manage conflict in a constructive way that leads to positive outcomes. Discover how to identify the sources and types of conflict, understand your own and others' conflict styles, apply effective strategies to handle different conflict situations, and prevent unnecessary conflict from escalating.

Duration
 90 mins

UPCOMING EVENTS (Open for enrollment)

January	Date (1)	Time*
	Tuesday, January 30, 2024	10:00 AM

January	Date (2)	Time*
	Monday, January 8, 2024	10:00 AM
	Tuesday, January 23, 2024	1:00 PM

February	Date (1)	Time*
	Tuesday, February 6, 2024	1:00 PM

February	Date (2)	Time*
	Thursday, February 1, 2024	1:00 PM
	Wednesday, February 14, 2024	9:00 AM

March	Date (1)	Time*
	Thursday, March 28, 2024	9:00 AM

March	Date (2)	Time*
	Tuesday, March 5, 2024	9:00 AM
	Thursday, March 28, 2024	1:00 PM

April	Date (1)	Time*
	Wednesday, April 24, 2024	2:00 PM

April	Date (2)	Time*
	Wednesday, April 10, 2024	9:00 AM
	Friday, April 26, 2024	1:00 PM

May	Date (1)	Time*
	Monday, May 13, 2024	10:00 AM

May	Date (2)	Time*
	Monday, May 13, 2024	11:00 AM
	Tuesday, May 28, 2024	11:00 AM

June	Date (1)	Time*
	Monday, June 10, 2024	3:00 PM

June	Date (2)	Time*
	Wednesday, June 12, 2024	1:00 PM
	Thursday, June 20, 2024	9:00 AM

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LEADERSHIP

Marshall Goldsmith: What Got You 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

LEADERSHIP

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

UPCOMING EVENTS (Open for enrollment)

January	Date (0)	Time*
	<i>*No Dates Available*</i>	

January	Date (3)	Time*
	Monday, January 8, 2024	2:00 PM
	Thursday, January 18, 2024	10:00 AM
	Wednesday, January 31, 2024	10:00 AM

February	Date (1)	Time*
	Wednesday, February 21, 2024	9:00 AM

February	Date (3)	Time*
	Friday, February 9, 2024	2:00 PM
	Friday, February 16, 2024	1:00 PM
	Thursday, February 29, 2024	9:00 AM

March	Date (0)	Time*
	<i>*No Dates Available*</i>	

March	Date (3)	Time*
	Tuesday, March 12, 2024	2:00 PM
	Thursday, March 21, 2024	10:00 AM
	Wednesday, March 27, 2024	3:00 PM

April	Date (1)	Time*
	Tuesday, April 9, 2024	1:00 PM

April	Date (3)	Time*
	Thursday, April 4, 2024	2:00 PM
	Wednesday, April 17, 2024	9:00 AM
	Monday, April 29, 2024	2:00 PM

May	Date (0)	Time*
	<i>*No Dates Available*</i>	

May	Date (3)	Time*
	Monday, May 6, 2024	2:00 PM
	Friday, May 17, 2024	1:00 PM
	Wednesday, May 29, 2024	10:00 AM

June	Date (1)	Time*
	Thursday, June 13, 2024	9:00 AM

June	Date (3)	Time*
	Tuesday, June 4, 2024	2:00 PM
	Wednesday, June 12, 2024	2:00 PM
	Thursday, June 27, 2024	10:00 AM

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LEADERSHIP

Performance Reviews That Motivate

Learn how to conduct performance reviews that motivate and inspire your employees, align their goals with the organization's vision and mission, provide constructive and developmental feedback, and recognize and reward their achievements.

Duration
1 Hour

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

UPCOMING EVENTS (Open for enrollment)

UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Monday, January 8, 2024	2:00 PM
	Tuesday, January 30, 2024	11:00 AM

January	Date (2)	Time*
	Tuesday, January 16, 2024	10:00 AM
	Wednesday, January 24, 2024	10:00 AM

February	Date (2)	Time*
	Wednesday, February 7, 2024	11:00 AM
	Thursday, February 22, 2024	3:00 PM

February	Date (2)	Time*
	Friday, February 9, 2024	11:00 AM
	Wednesday, February 21, 2024	3:00 PM

March	Date (2)	Time*
	Friday, March 1, 2024	1:00 PM
	Monday, March 25, 2024	10:00 AM

March	Date (2)	Time*
	Tuesday, March 5, 2024	9:00 AM
	Thursday, March 28, 2024	3:00 PM

April	Date (2)	Time*
	Friday, April 5, 2024	1:00 PM
	Wednesday, April 17, 2024	4:00 PM

April	Date (2)	Time*
	Monday, April 8, 2024	11:00 AM
	Wednesday, April 24, 2024	3:00 PM

May	Date (2)	Time*
	Wednesday, May 8, 2024	1:00 PM
	Friday, May 31, 2024	2:00 PM

May	Date (2)	Time*
	Friday, May 3, 2024	1:00 PM
	Tuesday, May 21, 2024	2:00 PM

June	Date (2)	Time*
	Monday, June 17, 2024	10:00 AM
	Tuesday, June 25, 2024	9:00 AM

June	Date (2)	Time*
	Thursday, June 6, 2024	10:00 AM
	Monday, June 17, 2024	2:00 PM

*Time Zone - New York Eastern Time

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LEADERSHIP

Remember Names to Build Better Professional Relationships

Learn how to enhance your memory and recall people's names, make powerful introductions, and use conversation links to build rapport and trust with others.

Duration
2 Hours

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 and commitment levels.

Duration
2 Hours

UPCOMING EVENTS (Open for enrollment)

UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Monday, January 22, 2024	2:00 PM
	Tuesday, January 30, 2024	9:00 AM

January	Date (3)	Time*
	Thursday, January 4, 2024	9:00 AM
	Friday, January 19, 2024	1:00 PM
	Wednesday, January 31, 2024	2:00 PM

February	Date (2)	Time*
	Monday, February 5, 2024	11:00 AM
	Tuesday, February 20, 2024	4:00 PM

February	Date (3)	Time*
	Monday, February 5, 2024	11:00 AM
	Tuesday, February 13, 2024	1:00 PM
	Tuesday, February 27, 2024	9:00 AM

March	Date (2)	Time*
	Friday, March 1, 2024	1:00 PM
	Thursday, March 14, 2024	11:00 AM

March	Date (3)	Time*
	Wednesday, March 6, 2024	10:00 AM
	Friday, March 15, 2024	1:00 PM
	Thursday, March 28, 2024	1:00 PM

April	Date (2)	Time*
	Tuesday, April 2, 2024	4:00 PM
	Thursday, April 4, 2024	2:00 PM

April	Date (3)	Time*
	Wednesday, April 3, 2024	1:00 PM
	Tuesday, April 9, 2024	2:00 PM
	Monday, April 22, 2024	10:00 AM

May	Date (2)	Time*
	Tuesday, May 7, 2024	2:00 PM
	Thursday, May 16, 2024	11:00 AM

May	Date (3)	Time*
	Thursday, May 2, 2024	1:00 PM
	Friday, May 17, 2024	9:00 AM
	Tuesday, May 28, 2024	2:00 PM

June	Date (2)	Time*
	Friday, June 14, 2024	1:00 PM
	Monday, June 24, 2024	10:00 AM

June	Date (3)	Time*
	Wednesday, June 5, 2024	10:00 AM
	Thursday, June 20, 2024	1:00 PM
	Wednesday, June 26, 2024	9:00 AM

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LEADERSHIP

Secrets to Leading with Assertiveness

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

UPCOMING EVENTS (Open for enrollment)

	Date (2)	Time*
January	Friday, January 5, 2024	1:00 PM
	Monday, January 22, 2024	10:00 AM
February	Tuesday, February 13, 2024	11:00 AM
	Wednesday, February 28, 2024	2:00 PM
March	Thursday, March 7, 2024	11:00 AM
	Friday, March 22, 2024	10:00 AM
April	Friday, April 5, 2024	1:00 PM
	Wednesday, April 24, 2024	10:00 AM
May	Wednesday, May 15, 2024	9:00 AM
	Thursday, May 30, 2024	10:00 AM
June	Monday, June 3, 2024	11:00 AM
	Friday, June 14, 2024	9:00 AM

*Time Zone - New York Eastern Time

LEADERSHIP

Self-Awareness: Leading with Emotional Intelligence

Learn how to enhance your self-awareness and emotional intelligence, change your perspective, uncover your leadership qualities, and apply skills and principles that improve your empathy and confidence.

Duration

90 mins

UPCOMING EVENTS (Open for enrollment)

	Date (2)	Time*
January	Thursday, January 11, 2024	1:00 PM
	Friday, January 26, 2024	10:00 AM
February	Wednesday, February 14, 2024	1:00 PM
March	Friday, March 8, 2024	1:00 PM
	Monday, March 25, 2024	11:00 AM
April	Tuesday, April 2, 2024	11:00 AM
May	Wednesday, May 8, 2024	3:00 PM
	Thursday, May 23, 2024	9:00 AM
June	Tuesday, June 11, 2024	1:00 PM
	Thursday, June 27, 2024	10:00 AM

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Professional Development Courses by Topic

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LEADERSHIP

Step Up to Leadership

Learn how to transition from doing to leading, delegating, manage time, appraise performance, create direction, foster collaboration, resolve conflicts, give, and receive feedback, balance people and processes, and hold yourself and others accountable. (3-Hour sessions)

Duration

2 Sessions

UPCOMING EVENTS (Open for enrollment)

Month	Date (3)	Time*
January	Wednesday, January 3, 2024	1:00 PM
	Friday, January 12, 2024	9:00 AM
	Monday, January 22, 2024	2:00 PM
February	Thursday, February 8, 2024	2:00 PM
	Wednesday, February 21, 2024	9:00 AM
March	Friday, March 1, 2024	9:00 AM
	Tuesday, March 12, 2024	1:00 PM
	Wednesday, March 20, 2024	9:00 AM
April	Wednesday, April 3, 2024	9:00 AM
	Thursday, April 11, 2024	1:00 PM
	Tuesday, April 23, 2024	9:00 AM
May	Wednesday, May 1, 2024	9:00 AM
	Monday, May 6, 2024	2:00 PM
	Tuesday, May 21, 2024	1:00 PM
June	Thursday, June 6, 2024	9:00 AM
	Monday, June 17, 2024	1:00 PM
	Friday, June 21, 2024	9:00 AM

*Time Zone - New York Eastern Time

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)

Month	Date (1)	Time*
January	Wednesday, January 3, 2024	9:00 AM
February	Thursday, February 8, 2024	1:00 PM
March	Friday, March 22, 2024	9:00 AM
April	Tuesday, April 16, 2024	9:00 AM
May	Monday, May 20, 2024	2:00 PM
June	Thursday, June 20, 2024	2:00 PM

*Time Zone - New York Eastern Time

LEADERSHIP

Succession Planning for You and Your Managers

Learn how to develop your succession planning strategy, identify and develop internal talent, anticipate competency needs, assess your current situation, and create a plan to fill the gaps left by retirement and turnover.

Duration
1 Hour

UPCOMING EVENTS (Open for enrollment)

Month	Date (0)	Time*
January	*No Dates Available*	

Month	Date (0)	Time*
February	*No Dates Available*	

Month	Date (0)	Time*
March	*No Dates Available*	

Month	Date (1)	Time*
April	Tuesday, April 16, 2024	1:00 PM

Month	Date (0)	Time*
May	*No Dates Available*	

Month	Date (1)	Time*
June	Monday, June 10, 2024	4:00 PM

*Time Zone - New York Eastern Time

LEADERSHIP

Time Management

Learn how to eliminate time wasters, manage priorities, overcome procrastination, increase focus, plan, organize, relieve stress, handle communications, and lead meetings.

Duration
4 Sessions

UPCOMING EVENTS (Open for enrollment)

Month	Date (1)	Time*
January	Thursday, January 4, 2024	2:00 PM

Month	Date (1)	Time*
February	Wednesday, February 7, 2024	9:00 AM

Month	Date (1)	Time*
March	Monday, March 4, 2024	10:00 AM

Month	Date (1)	Time*
April	Thursday, April 4, 2024	9:00 AM

Month	Date (1)	Time*
May	Friday, May 3, 2024	9:00 AM

Month	Date (1)	Time*
June	Wednesday, June 5, 2024	1:00 PM

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LEADERSHIP

Time Management: Organize and Prioritize to Increase Your

Learn how to leverage time and increase productivity, work smarter, not harder, prioritize tasks, set goals, delegate effectively, and avoid distractions.

Duration

1 Hour

UPCOMING EVENTS (Open for enrollment)

	Date (2)	Time*
January	Friday, January 12, 2024	1:00 PM
	Tuesday, January 23, 2024	11:00 AM
February	Thursday, February 1, 2024	9:00 AM
	Monday, February 26, 2024	4:00 PM
March	Tuesday, March 12, 2024	9:00 AM
	Thursday, March 21, 2024	1:00 PM
April	Monday, April 22, 2024	11:00 AM
	Tuesday, April 30, 2024	3:00 PM
May	Monday, May 6, 2024	11:00 AM
	Wednesday, May 29, 2024	3:00 PM
June	Wednesday, June 12, 2024	10:00 AM
	Tuesday, June 25, 2024	2:00 PM

*Time Zone - New York Eastern Time

LEADERSHIP

Unleash the Power of Mentoring in Your Organization

Learn how to create a mentoring program that can engage employees, improve performance, and build loyalty, determine the mentoring purpose, evaluate mentee groups, match mentors with mentees, and use a 5-step process for mentoring conversations.

Duration

2 Hours

UPCOMING EVENTS (Open for enrollment)

	Date (0)	Time*
January	<i>*No Dates Available*</i>	
February	Date (1) Tuesday, February 6, 2024	Time* 2:00 PM
March	<i>*No Dates Available*</i>	
April	<i>*No Dates Available*</i>	
May	Date (1) Thursday, May 16, 2024	Time* 9:00 AM
June	<i>*No Dates Available*</i>	

*Time Zone - New York Eastern Time

LEADERSHIP
Working Remotely

Learn how to build virtual teams that are as efficient as face-to-face ones, overcome the challenges and leverage the benefits of working remotely, conduct effective virtual meetings, use collaboration tools, resolve conflict in virtual teams, and build trust, credibility, and respect.

Duration
3 Hours

UPCOMING EVENTS (Open for enrollment)

Month	Date (0)	Time*
January	*No Dates Available*	

Month	Date (0)	Time*
February	*No Dates Available*	

Month	Date (1)	Time*
March	Thursday, March 7, 2024	9:00 AM

Month	Date (0)	Time*
April	*No Dates Available*	

Month	Date (0)	Time*
May	*No Dates Available*	

Month	Date (1)	Time*
June	Monday, June 10, 2024	2:00 PM

*Time Zone - New York Eastern Time

Ready to lead with strength and confidence?

Our Leadership Access shows you how to shift your mindset, boost your self-esteem, and apply effective strategies and tools used by successful leaders.

Click below to request more information and explore the best solution for your Organization!

[Connect with an Enterprise consultant](#)

Learn how to be a leader who inspires trust and efficiency

[Learn More](#)



PRESENTATION

Communicate Effectively

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



UPCOMING EVENTS (Open for enrollment)

January	Date (3)	Time*
	Tuesday, January 9, 2024	1:00 PM
	Thursday, January 18, 2024	1:00 PM
	Wednesday, January 31, 2024	3:00 PM

February	Date (3)	Time*
	Monday, February 5, 2024	11:00 AM
	Wednesday, February 14, 2024	9:00 AM
	Wednesday, February 28, 2024	10:00 AM

March	Date (3)	Time*
	Monday, March 4, 2024	3:00 PM
	Wednesday, March 20, 2024	9:00 AM
	Thursday, March 28, 2024	2:00 PM

April	Date (3)	Time*
	Friday, April 5, 2024	9:00 AM
	Wednesday, April 17, 2024	10:00 AM
	Monday, April 22, 2024	2:00 PM

May	Date (3)	Time*
	Friday, May 10, 2024	1:00 PM
	Wednesday, May 15, 2024	1:00 PM
	Monday, May 20, 2024	2:00 PM

June	Date (3)	Time*
	Tuesday, June 4, 2024	9:00 AM
	Monday, June 17, 2024	10:00 AM
	Monday, June 24, 2024	10:00 AM

*Time Zone - New York Eastern Time



PRESENTATION

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.

Duration

1 Hour



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Monday, January 8, 2024	1:00 PM
	Friday, January 26, 2024	1:00 PM

February	Date (2)	Time*
	Thursday, February 8, 2024	10:00 AM
	Monday, February 26, 2024	10:00 AM

March	Date (2)	Time*
	Monday, March 11, 2024	10:00 AM
	Friday, March 29, 2024	1:00 PM

April	Date (2)	Time*
	Wednesday, April 3, 2024	4:00 PM
	Friday, April 19, 2024	11:00 AM

May	Date (2)	Time*
	Thursday, May 2, 2024	4:00 PM
	Tuesday, May 21, 2024	9:00 AM

June	Date (2)	Time*
	Monday, June 10, 2024	10:00 AM
	Tuesday, June 18, 2024	4:00 PM

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PRESENTATION

Present Complex Information

Learn how to: Structure your presentation for maximum impact, use visuals and data to support your message, simplify technical jargon and acronyms, tailor your presentation to different audiences and levels of understanding, handle questions and objections confidently, use storytelling techniques to make your presentation memorable and persuasive.

Duration

1 Hour



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Friday, January 12, 2024	11:00 AM
	Monday, January 22, 2024	11:00 AM

February	Date (2)	Time*
	Thursday, February 1, 2024	11:00 AM
	Thursday, February 29, 2024	9:00 AM

March	Date (2)	Time*
	Friday, March 8, 2024	1:00 PM
	Monday, March 18, 2024	10:00 AM

April	Date (2)	Time*
	Tuesday, April 2, 2024	11:00 AM
	Thursday, April 25, 2024	11:00 AM

May	Date (2)	Time*
	Wednesday, May 15, 2024	2:00 PM
	Monday, May 20, 2024	4:00 PM

June	Date (2)	Time*
	Friday, June 7, 2024	9:00 AM
	Tuesday, June 18, 2024	3:00 PM

*Time Zone - New York Eastern Time



PRESENTATION

Present to Persuade

Learn how to analyze your audience's needs, motivations and objections, craft a persuasive message that appeals to their emotions and logic, use rhetorical devices and storytelling techniques to enhance your argument, deliver your presentation with confidence, passion, and conviction, overcome resistance and gain commitment from your audience, handle challenging situations such as hostile or skeptical audiences, competing agendas or unexpected events.

Duration

1 Hour



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Wednesday, January 17, 2024	9:00 AM
	Wednesday, January 31, 2024	11:00 AM

February	Date (2)	Time*
	Friday, February 2, 2024	2:00 PM
	Thursday, February 22, 2024	3:00 PM

March	Date (2)	Time*
	Monday, March 11, 2024	11:00 AM
	Tuesday, March 19, 2024	10:00 AM

April	Date (2)	Time*
	Friday, April 12, 2024	1:00 PM
	Wednesday, April 17, 2024	9:00 AM

May	Date (2)	Time*
	Wednesday, May 22, 2024	11:00 AM
	Tuesday, May 28, 2024	4:00 PM

June	Date (2)	Time*
	Monday, June 10, 2024	11:00 AM
	Thursday, June 27, 2024	3:00 PM

*Time Zone - New York Eastern Time

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PRESENTATION

Present with Impact

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



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Friday, January 5, 2024	1:00 PM
	Thursday, January 18, 2024	9:00 AM

February	Date (2)	Time*
	Tuesday, February 20, 2024	10:00 AM
	Wednesday, February 28, 2024	4:00 PM

March	Date (2)	Time*
	Monday, March 11, 2024	3:00 PM
	Thursday, March 21, 2024	3:00 PM

April	Date (2)	Time*
	Friday, April 19, 2024	11:00 AM
	Monday, April 29, 2024	10:00 AM

May	Date (2)	Time*
	Tuesday, May 14, 2024	4:00 PM
	Friday, May 31, 2024	10:00 AM

June	Date (2)	Time*
	Friday, June 7, 2024	11:00 AM
	Thursday, June 20, 2024	4:00 PM

*Time Zone - New York Eastern Time



PRESENTATION

Successful Public Speaking

Learn how to prepare and organize your speech, use effective verbal and non-verbal communication techniques, engage your audience and handle nervousness, use feedback and evaluation tools to improve your performance and confidence. And as a bonus, you'll have access to unlimited presentation skills (On Demand) training for a full year!

Duration

3 Hours



UPCOMING EVENTS (Open for enrollment)

January	Date (3)	Time*
	Friday, January 5, 2024	9:00 AM
	Thursday, January 11, 2024	1:00 PM
	Tuesday, January 30, 2024	9:00 AM

February	Date (3)	Time*
	Thursday, February 1, 2024	1:00 PM
	Wednesday, February 7, 2024	9:00 AM
	Monday, February 26, 2024	2:00 PM

March	Date (3)	Time*
	Monday, March 11, 2024	2:00 PM
	Tuesday, March 19, 2024	9:00 AM
	Friday, March 29, 2024	1:00 PM

April	Date (3)	Time*
	Wednesday, April 3, 2024	9:00 AM
	Wednesday, April 10, 2024	2:00 PM
	Thursday, April 25, 2024	9:00 AM

May	Date (3)	Time*
	Friday, May 3, 2024	9:00 AM
	Thursday, May 9, 2024	2:00 PM
	Tuesday, May 28, 2024	1:00 PM

June	Date (3)	Time*
	Monday, June 3, 2024	2:00 PM
	Friday, June 14, 2024	9:00 AM
	Thursday, June 27, 2024	1:00 PM

*Time Zone - New York Eastern Time

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PRESENTATION

The Art of Storytelling

Learn how to craft and deliver stories that connect with your listeners, convey your message, and inspire action, use storytelling techniques to enhance your presentations, sales pitches, meetings and conversations.

Duration

2 Hours



UPCOMING EVENTS (Open for enrollment)

January	Date (3)	Time*
	Tuesday, January 9, 2024	10:00 AM
	Wednesday, January 17, 2024	3:00 PM
	Thursday, January 25, 2024	2:00 PM

February	Date (2)	Time*
	Monday, February 5, 2024	3:00 PM
	Friday, February 23, 2024	1:00 PM

March	Date (3)	Time*
	Tuesday, March 12, 2024	10:00 AM
	Thursday, March 21, 2024	9:00 AM
	Thursday, March 28, 2024	2:00 PM

April	Date (3)	Time*
	Tuesday, April 2, 2024	2:00 PM
	Monday, April 8, 2024	4:00 PM
	Thursday, April 25, 2024	2:00 PM

May	Date (3)	Time*
	Monday, May 6, 2024	4:00 PM
	Tuesday, May 21, 2024	10:00 AM
	Friday, May 31, 2024	1:00 PM

June	Date (3)	Time*
	Monday, June 3, 2024	10:00 AM
	Tuesday, June 11, 2024	1:00 PM
	Thursday, June 20, 2024	9:00 AM

*Time Zone - New York Eastern Time



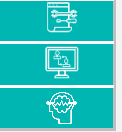
PRESENTATION

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)

January	Date (1)	Time*
	Wednesday, January 17, 2024	9:00 AM

February	Date (1)	Time*
	Thursday, February 22, 2024	2:00 PM

March	Date (1)	Time*
	Friday, March 22, 2024	10:00 AM

April	Date (1)	Time*
	Monday, April 29, 2024	4:00 PM

May	Date (1)	Time*
	Thursday, May 9, 2024	9:00 AM

June	Date (1)	Time*
	Friday, June 28, 2024	10:00 AM

*Time Zone - New York Eastern Time

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Do you want to inspire an audience, deliver a message with conviction and truly own the room?

[Learn More](#)



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

[Learn More](#)

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PEOPLE SKILLS

Connecting and Collaborating with Others

Learn how to build trust and rapport in relationships with customers, colleagues, and teams, apply Dale Carnegie's proven principles for gaining trust and building rapport, and identify opportunities to improve relationships and build collaboration between teams.

Duration
90 mins

PEOPLE SKILLS

Create Your Work-Life Breakthrough

Learn how to live a balanced, healthy life by self-reflecting on what is truly important to you, identify areas of balance and 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.

Duration
1 Hour

UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Monday, January 8, 2024	11:00 AM
	Tuesday, January 23, 2024	1:00 PM

January	Date (2)	Time*
	Wednesday, January 10, 2024	11:00 AM
	Thursday, January 25, 2024	10:00 AM

February	Date (2)	Time*
	Thursday, February 8, 2024	2:00 PM
	Friday, February 16, 2024	1:00 PM

February	Date (2)	Time*
	Tuesday, February 6, 2024	9:00 AM
	Friday, February 9, 2024	2:00 PM

March	Date (2)	Time*
	Wednesday, March 6, 2024	4:00 PM
	Thursday, March 14, 2024	9:00 AM

March	Date (2)	Time*
	Thursday, March 7, 2024	11:00 AM
	Tuesday, March 19, 2024	3:00 PM

April	Date (2)	Time*
	Monday, April 15, 2024	11:00 AM
	Wednesday, April 24, 2024	4:00 PM

April	Date (2)	Time*
	Monday, April 1, 2024	10:00 AM
	Friday, April 12, 2024	1:00 PM

May	Date (2)	Time*
	Tuesday, May 14, 2024	3:00 PM
	Thursday, May 23, 2024	11:00 AM

May	Date (2)	Time*
	Thursday, May 16, 2024	11:00 AM
	Friday, May 31, 2024	10:00 AM

June	Date (2)	Time*
	Monday, June 3, 2024	2:00 PM
	Friday, June 21, 2024	9:00 AM

June	Date (2)	Time*
	Monday, June 10, 2024	11:00 AM
	Friday, June 21, 2024	1:00 PM

*Time Zone - New York Eastern Time

*Time Zone - New York Eastern Time

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PEOPLE SKILLS

Disagree Agreeably

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



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Tuesday, January 9, 2024	9:00 AM
	Wednesday, January 17, 2024	1:00 PM

February	Date (2)	Time*
	Thursday, February 15, 2024	10:00 AM
	Tuesday, February 27, 2024	1:00 PM

March	Date (2)	Time*
	Wednesday, March 13, 2024	4:00 PM
	Tuesday, March 26, 2024	3:00 PM

April	Date (2)	Time*
	Tuesday, April 9, 2024	11:00 AM
	Thursday, April 18, 2024	4:00 PM

May	Date (2)	Time*
	Thursday, May 9, 2024	11:00 AM
	Friday, May 24, 2024	1:00 PM

June	Date (2)	Time*
	Tuesday, June 11, 2024	4:00 PM
	Wednesday, June 26, 2024	3:00 PM

*Time Zone - New York Eastern Time



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



UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Tuesday, January 16, 2024	4:00 PM
	Wednesday, January 31, 2024	10:00 AM

February	Date (2)	Time*
	Friday, February 2, 2024	1:00 PM
	Monday, February 26, 2024	10:00 AM

March	Date (2)	Time*
	Wednesday, March 13, 2024	11:00 AM
	Tuesday, March 26, 2024	1:00 PM

April	Date (2)	Time*
	Thursday, April 11, 2024	4:00 PM
	Thursday, April 18, 2024	10:00 AM

May	Date (2)	Time*
	Friday, May 3, 2024	1:00 PM
	Monday, May 13, 2024	11:00 AM

June	Date (2)	Time*
	Thursday, June 13, 2024	4:00 PM
	Monday, June 24, 2024	12:00 PM

*Time Zone - New York Eastern Time

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PEOPLE SKILLS
How to Communicate with 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

PEOPLE SKILLS
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

UPCOMING EVENTS (Open for enrollment)

Month	Date (1)	Time*
January	Wednesday, January 3, 2024	1:00 PM

Month	Date (1)	Time*
January	Friday, January 5, 2024	1:00 PM

Month	Date (1)	Time*
February	Friday, February 2, 2024	9:00 AM

Month	Date (1)	Time*
February	Tuesday, February 13, 2024	10:00 AM

Month	Date (1)	Time*
March	Monday, March 4, 2024	10:00 AM

Month	Date (1)	Time*
March	Monday, March 25, 2024	3:00 PM

Month	Date (1)	Time*
April	Tuesday, April 2, 2024	1:00 PM

Month	Date (1)	Time*
April	Friday, April 19, 2024	1:00 PM

Month	Date (1)	Time*
May	Wednesday, May 1, 2024	9:00 AM

Month	Date (1)	Time*
May	Monday, May 13, 2024	10:00 AM

Month	Date (1)	Time*
June	Thursday, June 6, 2024	1:00 PM

Month	Date (1)	Time*
June	Friday, June 21, 2024	2:00 PM

*Time Zone - New York Eastern Time

*Time Zone - New York Eastern Time

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PEOPLE SKILLS

Managing Workplace Stress

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

PEOPLE SKILLS

Overcoming Workplace Negativity with Enthusiasm

Learn how to identify the sources and effects of negativity in the workplace, use positive communication techniques to counter negativity, develop a positive attitude.

Duration
90 mins

UPCOMING EVENTS (Open for enrollment)

January	Date (3)	Time*
	Tuesday, January 9, 2024	1:00 PM
	Friday, January 19, 2024	9:00 AM
	Monday, January 29, 2024	10:00 AM

January	Date (2)	Time*
	Wednesday, January 3, 2024	10:00 AM
	Tuesday, January 16, 2024	1:00 PM

February	Date (3)	Time*
	Tuesday, February 6, 2024	9:00 AM
	Monday, February 12, 2024	2:00 PM
	Thursday, February 22, 2024	1:00 PM

February	Date (2)	Time*
	Monday, February 12, 2024	11:00 AM
	Tuesday, February 27, 2024	10:00 AM

March	Date (3)	Time*
	Monday, March 4, 2024	10:00 AM
	Thursday, March 21, 2024	1:00 PM
	Friday, March 29, 2024	9:00 AM

March	Date (2)	Time*
	Thursday, March 7, 2024	1:00 PM
	Friday, March 22, 2024	1:00 PM

April	Date (3)	Time*
	Friday, April 5, 2024	9:00 AM
	Thursday, April 11, 2024	1:00 PM
	Tuesday, April 23, 2024	2:00 PM

April	Date (2)	Time*
	Thursday, April 4, 2024	3:00 PM
	Monday, April 22, 2024	11:00 AM

May	Date (3)	Time*
	Thursday, May 2, 2024	9:00 AM
	Monday, May 13, 2024	2:00 PM
	Wednesday, May 22, 2024	10:00 AM

May	Date (2)	Time*
	Tuesday, May 7, 2024	1:00 PM
	Thursday, May 30, 2024	9:00 AM

June	Date (3)	Time*
	Tuesday, June 4, 2024	1:00 PM
	Thursday, June 13, 2024	1:00 PM
	Monday, June 24, 2024	10:00 AM

June	Date (2)	Time*
	Wednesday, June 12, 2024	10:00 AM
	Friday, June 28, 2024	1:00 PM

*Time Zone - New York Eastern Time

*Time Zone - New York Eastern Time

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SALES

Appeal to Buyer Motives to Close More Sales

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

UPCOMING EVENTS (Open for enrollment)

January	Date (2)	Time*
	Monday, January 8, 2024	2:00 PM
	Wednesday, January 24, 2024	4:00 PM

February	Date (2)	Time*
	Wednesday, February 7, 2024	2:00 PM
	Friday, February 23, 2024	1:00 PM

March	Date (2)	Time*
	Monday, March 18, 2024	11:00 AM
	Tuesday, March 26, 2024	4:00 PM

April	Date (2)	Time*
	Monday, April 15, 2024	3:00 PM
	Thursday, April 25, 2024	9:00 AM

May	Date (2)	Time*
	Thursday, May 9, 2024	2:00 PM
	Wednesday, May 22, 2024	10:00 AM

June	Date (2)	Time*
	Friday, June 7, 2024	2:00 PM
	Tuesday, June 18, 2024	3:00 PM

*Time Zone - New York Eastern Time

SALES

Compelling Sales Presentations

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

UPCOMING EVENTS (Open for enrollment)

January	Date (1)	Time*
	Tuesday, January 16, 2024	9:00 AM

February	Date (1)	Time*
	Thursday, February 29, 2024	1:00 PM

March	Date (1)	Time*
	Wednesday, March 13, 2024	9:00 AM

April	Date (1)	Time*
	Monday, April 29, 2024	10:00 AM

May	Date (1)	Time*
	Wednesday, May 29, 2024	1:00 PM

June	Date (1)	Time*
	Friday, June 21, 2024	9:00 AM

*Time Zone - New York Eastern Time

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SALES

Dale Carnegie Sales Training: Winning with Relationship Selling

Learn how to establish rapport and trust with your customers, understand their needs and expectations, offer solutions that match their goals and challenges, negotiate win-win outcomes, follow up effectively, apply Dale Carnegie's principles of human relations to enhance your sales performance and customer satisfaction. (3-hour weekly sessions)

Duration
8 Sessions

SALES

How to Cold Call and Build New Customers

Learn how to prepare for cold calls, use effective power phrases to gain appointments, be poised and confident when cold calling, maintain a positive attitude toward cold calling, handle rejection and objections gracefully, track your progress and results, use social media and email as part of your cold calling strategy.

Duration
3 Hours

UPCOMING EVENTS (Open for enrollment)

Month	Date (1)	Time*
January	Friday, January 5, 2024	1:00 PM

Month	Date (2)	Time*
January	Wednesday, January 10, 2024 Friday, January 19, 2024	1:00 PM 1:00 PM

Month	Date (1)	Time*
February	Tuesday, February 6, 2024	2:00 PM

Month	Date (2)	Time*
February	Tuesday, February 6, 2024 Tuesday, February 27, 2024	9:00 AM 9:00 AM

Month	Date (1)	Time*
March	Wednesday, March 6, 2024	10:00 AM

Month	Date (2)	Time*
March	Thursday, March 7, 2024 Wednesday, March 27, 2024	1:00 PM 9:00 AM

Month	Date (1)	Time*
April	Tuesday, April 2, 2024	9:00 AM

Month	Date (2)	Time*
April	Wednesday, April 24, 2024 Tuesday, April 30, 2024	9:00 AM 2:00 PM

Month	Date (1)	Time*
May	Thursday, May 2, 2024	2:00 PM

Month	Date (2)	Time*
May	Thursday, May 9, 2024 Wednesday, May 29, 2024	9:00 AM 9:00 AM

Month	Date (1)	Time*
June	Friday, June 7, 2024	9:00 AM

Month	Date (2)	Time*
June	Monday, June 10, 2024 Friday, June 28, 2024	2:00 PM 9:00 AM

*Time Zone - New York Eastern Time

*Time Zone - New York Eastern Time

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SALES

Negotiations: A Human Relations Approach

Learn how to prepare for negotiations, identify your best alternative to a negotiated agreement (BATNA), use effective communication and listening skills, apply Dale Carnegie's principles of human relations to build trust and rapport, handle emotions and conflicts, reach mutually beneficial agreements, deal with difficult negotiators and situations.

Duration
2 Hours

SALES

Trusted Advisor Bootcamp

Learn how to establish credibility and trust with your clients, understand their business goals and challenges, offer value-added solutions that align with their needs, create long-term partnerships that generate repeat business and referrals, position 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)

Duration
6 Sessions

UPCOMING EVENTS (Open for enrollment)

Month	Date (2)	Time*
January	Monday, January 8, 2024	10:00 AM
	Thursday, January 18, 2024	2:00 PM

Month	Date (0)	Time*
January	<i>*No Dates Available*</i>	

Month	Date (2)	Time*
February	Tuesday, February 6, 2024	10:00 AM
	Friday, February 16, 2024	2:00 PM

Month	Date (1)	Time*
February	Monday, February 5, 2024	2:00 PM

Month	Date (2)	Time*
March	Wednesday, March 6, 2024	9:00 AM
	Thursday, March 14, 2024	2:00 PM

Month	Date (0)	Time*
March	<i>*No Dates Available*</i>	

Month	Date (2)	Time*
April	Tuesday, April 16, 2024	1:00 PM
	Friday, April 26, 2024	1:00 PM

Month	Date (0)	Time*
April	<i>*No Dates Available*</i>	

Month	Date (2)	Time*
May	Monday, May 6, 2024	10:00 AM
	Friday, May 24, 2024	10:00 AM

Month	Date (1)	Time*
May	Wednesday, May 1, 2024	1:00 PM

Month	Date (2)	Time*
June	Tuesday, June 11, 2024	3:00 PM
	Friday, June 21, 2024	1:00 PM

Month	Date (0)	Time*
June	<i>*No Dates Available*</i>	

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Want to grow your revenue and connect with your customers?

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Build Trust and Strengthen Client Relationships

Master the skills of selling, communication, problem-solving, and negotiation!

Click below to request more information and explore the best solution for your Organization!

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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



UPCOMING EVENTS (Open for enrollment)

	Date (2)	Time*
January	Wednesday, January 3, 2024	2:00 PM
	Friday, January 12, 2024	9:00 AM
February	Thursday, February 1, 2024	1:00 PM
	Tuesday, February 6, 2024	9:00 AM
March	Monday, March 4, 2024	10:00 AM
	Wednesday, March 13, 2024	1:00 PM
April	Friday, April 5, 2024	9:00 AM
	Thursday, April 11, 2024	1:00 PM
May	Wednesday, May 1, 2024	1:00 PM
	Tuesday, May 14, 2024	9:00 AM
June	Friday, June 7, 2024	1:00 PM
	Monday, June 24, 2024	2:00 PM

*Time Zone - New York Eastern Time

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The Dale Carnegie Live Online Experience



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

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



Individual Focus

- You can contribute to the session, speak to the instructor, and connect with others.
- Leave engaged and equipped to apply what you've learned.



World-Class Certified Trainers

- All Dale Carnegie trainers go through one of the most rigorous certification processes in the industry, which means your participants are assigned world-class, dynamic trainers who deliver proven results.



Comprehensive Catalog

- Dale Carnegie offers an extensive catalog and calendar of courses, running on a flexible schedule, so you can select the right programs and ensure participants can take them at convenient times.



Interactive and Engaging

- We use a robust set of platform features to ensure learners stay engaged, including breakout rooms and interactive whiteboards.



High Quality Experience for Participants

- The quality of your learning experience and trainer delivery is of utmost importance. Proactive technical and customer support is available during your virtual programs.



Digital Materials and Certificates

- Our online learning portal provides participant materials and course completion certificates.



In-Class Customization

- For custom and in-house delivered live online programs you can discuss your expectations with your trainer, and they will deliver the course based on your organization's unique context and terminology.
- Group dynamics and participation are supported with individualized coaching for each participant.



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