

**Dale
Carnegie™
Training**

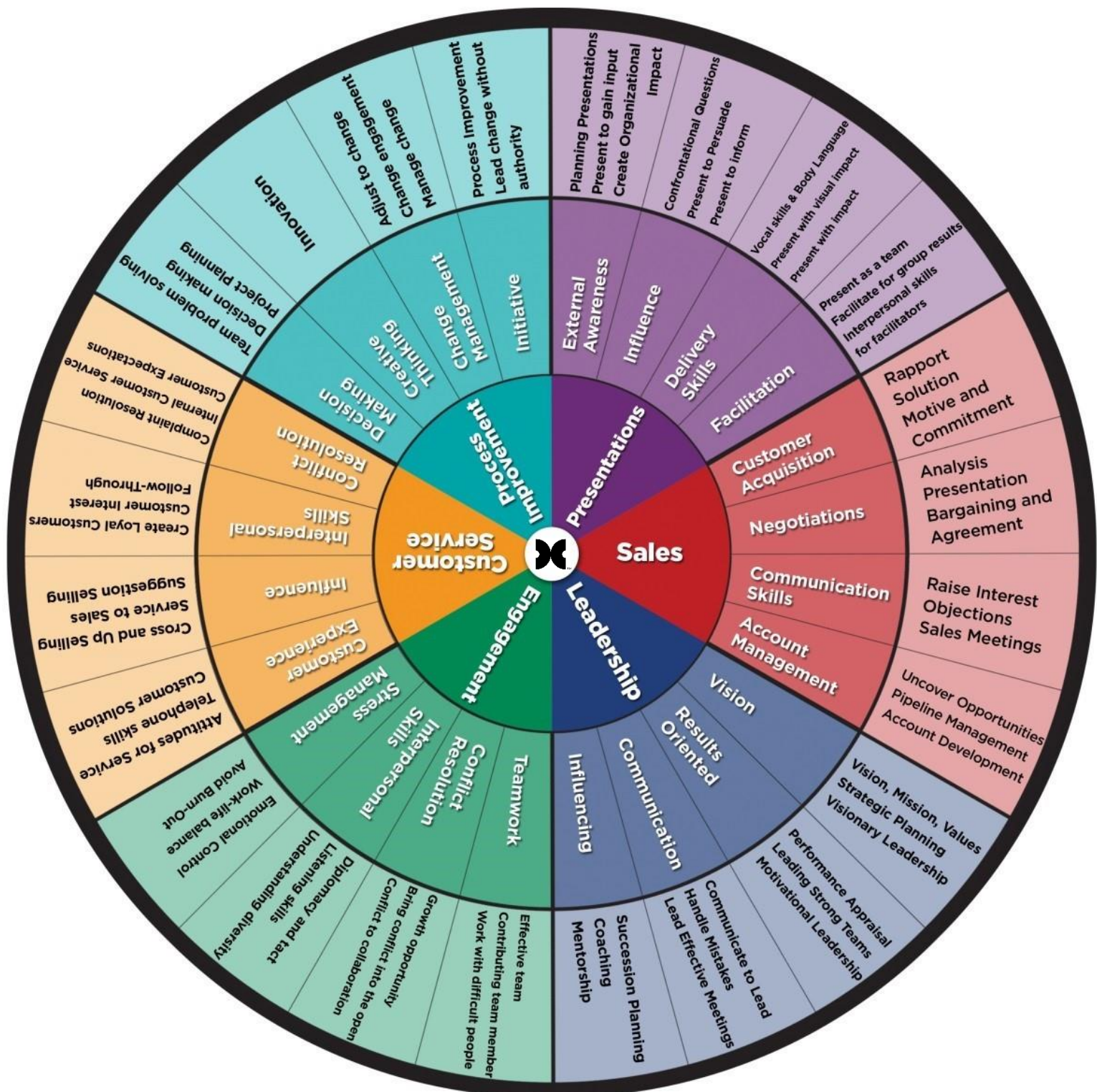
Competency Set



6 Curriculum Areas (inner circle)

24 Competencies (middle circle)

200 Training Modules (outer circle)





1. Accountability

Demonstrates personal responsibility. Holds self and others accountable for outcomes that are in alignment with the direction of the organization.

2. Vision

Future-oriented. Develops a future exciting picture of what could and what should be, regardless of what is, for them and their organization.

3. Values

Guided by a personal code of ethics. Demonstrates a strong sense of integrity by working in accordance with their personal values.

4. Teamwork

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

5. Stress Management

Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.

6. Results Oriented

Passionate about winning. Dedicated to achieving all-win solutions to situations.

7. Professionalism

Projects an image of maturity and integrity that creates credibility

8. Management Controls

Exercises necessary management controls to ensure the integrity of the organization's processes.

9. Leadership

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

10. Interpersonal Skills

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

11. Initiative

Proactively makes things happen. Evaluates self and others and takes positive corrective action. Is self-disciplined.

12. Influence

Consistently directs situations and inspires people for an all-win environment.

13. Human Resource Management

Manages the process for aligning human capital with organizational goals.

14. External Awareness

Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.



15. Diversity

Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

16. Decision Making

Obtains and understands facts, weighs risks, and objectively prioritizes alternatives that result in decisive action.

17. Customer Experience

Creates an environment with customers to maintain a positive long-term relationship. Leverages positive experiences to create customer loyalty and a desire for them to be a champion for our organization.

18. Customer Acquisition

Identifies and converts prospects who should be doing business with us into customers who are champions for our organization.

19. Creative Thinking

Innovative. Incorporates existing ideas and new ideas in a unique approach to resolve issues and capitalize on opportunities.

20. Conflict Resolution

Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

21. Attitude

Maintains a friendly, positive, and enthusiastic outlook.

22. Change Management

Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.

23. Communication

Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

24. Adaptability

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

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