Dale Carnegie - Live Online
Virtual Instructor-Led Courses

Dale Carnegie Romania
Live Online Training

Mission

Our mission is to provide people everywhere with better, richer, more fulfilling relationships and a better way of life — both professionally and personally.

Vision

Our vision remains true to Dale Carnegie's original dream; to impact as many lives as possible through the transformational, self-improvement experiences only we offer.

Values

We still believe in the principles and teachings of Dale Carnegie and will always conduct ourselves and our business ethically and with a profound sense of duty to human nature.

We have acquired 17 years of experience on the local market, as we are present in Romania since 2005

Throughout our 17 years of experience on the local market, we've had more than 200.000 successful participants

Our participants experience and training effectiveness score is 9.2 (out of 10) and the NPS is 78.4

A wide range of course topics for every skill level

At Dale Carnegie, we invigorate your employees by uncovering their natural strengths, and building the courage and confidence they need to take command of their role.

LEADERS WHO BUILD

INSPIRING PRESENTERS
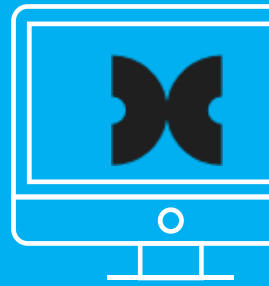
SALES TRAINING

CUSTOMER SERVICE TRAINING

POWERFUL PEOPLE SKILLS

ACTIVATED ORGANIZATIONS

The Dale Carnegie
Live Online Experience

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

Every participant actively contributes to the session: speaking to the instructor, chatting with participants, completing activities, and more!

- All courses are delivered by Dale Carnegie Certified Live Online Trainers and Producers.

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

- Technical and customer support is available during your virtual program.

- We offer an extensive calendar with programs running on a flexible schedule.

When you choose Private Live Online training:

- You can gather your dispersed teams for training without incurring travel expenses.

- You pick the program date and time — we will accommodate your schedule.

- Discuss your expectations with your trainer and they will instruct based on your organization's needs.

- We provide an attendance report and participant survey results after your virtual class.

A variety of online training options for your employees and teams

Live Online **Webinars**

- 1-Hour virtual instructor-led sessions utilizing chat, whiteboard tools, and polling

- Fast-paced, interactive exchange of timely skills

- Participants engage through interactive tools addressing outcomes and "How To's"

Live Online **Workshops**

- 1.5-, 2- and 3-Hour virtual instructor-led sessions utilizing chat and voice interaction, white board tools, polling, and breakout rooms

- Skills development with emphasis on relevant business examples and collaboration

- Individualized coaching from the trainer and ongoing feedback from participants

- Breakout Rooms: Participants

Live Online **Seminars**

- Includes all Workshop features

- Multiple sessions, usually held on the same day on consecutive weeks

- Deep-dive skills development boot camps with emphasis on business examples and collaboration

Table of Contents
Leadership Development

Module Title	Hours
Adjust to Change	2
Advancing Women in Leadership	2
Analyze Problems and Make Decisions	3
Build a High Performing Virtual Team	1
Build Trust, Credibility and Respect	2
Coaching for Improved Performance	2
Communicate with Different Personality Styles	1
Confident, Assertive, In Charge: Developing the Attitudes of Leadership (4 sessions)	12
Critical Thinking: Tools for Effective Action	3
Cultivate Power without Being Intimidating	3
Delegation	3
Develop Your Leadership Potential: Stop Doing, Start Leading (10 sessions)	19
Developing Others through Mentoring and Coaching (90-minute and 3-hour versions)	1½, 3
Disagree Agreeably	1
Dream Big, Focus Small: Achieve SMARTER Goals	1
Getting Results Without Authority	1
Goal Setting and Accountability	2
How to Communicate with Diplomacy and Tact (4 sessions)	12
How to Win Friends and Influence Business People (4 sessions)	12
Innovation: Transforming Ideas into Solutions	2
Lead Change Effectively	2
Leadership Blind Spots	1½
Leadership Training for Managers (Live Online) (7 sessions)	14
Leading Across Generations	2
Leading Strong Teams	3
Leading Virtual Teams (2 sessions)	6
Managerial Courage	2
Managers Matter	1½
A Manager's Guide to Sustainable Employee Engagement (3 sessions)	6
Managing Conflict in the Workplace	3
Managing Workplace Stress	3
Marshall Goldsmith - What Got You Here Won't Get You There (2 sessions)	6
Meetings that Work	2
Negotiations: A Human Relations Approach	2
Overcoming Workplace Negativity with Enthusiasm	3
Performance Reviews That Motivate	1
Powerful Conversations to Engage Your Workforce	1
Remember Names to Build Better Professional Relationships	1
Secrets of Motivation	2
Secrets to Leading with Assertiveness	1
Self-Awareness: Leading with Emotional Intelligence	2
Step Up to Leadership (2 sessions)	6
Strategic Planning Essentials: Prepare for Future Success	3
Succession Planning for You and Your Manager	1
Time Management: Organize and Prioritize to Increase Your Productivity	1
Time Management (4 sessions)	12

Unleash the Power of Mentoring in Your Organization	2
Winning Leadership: Engage, Align, and Get Results (4 sessions)	12
Working Remotely	3

Customer Service

Module Title	Hours
Attitudes for Service	3
Cross and Up Selling	3
Incoming Telephone Skills	2
Managing Customer Expectations	3
Outstanding Customer Service	1
Transforming Customer Complaints into Opportunities	3

Sales Effectiveness

Module Title	Hours
Appeal to Buyer Motives to Close More Sales	1
Compelling Sales Presentations	3
Cross and Up Selling	3
Dale Carnegie Sales Training: Winning with Relationship Selling (8 sessions)	16
Goal Setting and Accountability	2
How to Cold Call and Build New Customers	3
Incoming Telephone Skills	2
Negotiations: A Human Relations Approach	2
Present to Persuade	1
Trusted Advisor Bootcamp (6 sessions)	12

Presentation Skills

Module Title	Hours
Communicate Effectively	2
Expert Online Trainer Bootcamp (4 sessions)	8
How to Present Online	1
Present Complex Information	1
Present to Persuade	1
Present with Impact	1
The Art of Storytelling	2
Successful Public Speaking	3
Virtual Meetings that Engage	2

Professional Effectiveness

Module Title	Hours
Adjust to Change	2
Build Trust, Credibility and Respect	2
Communicate Effectively	2

Professional Effectiveness (continued)

| Module Title	Hours
Communicate with Different Personality Styles	1
Connecting and Collaborating with Others	1
Create Your Work-Life Breakthrough	1
Disagree Agreeably	1
Dream Big, Focus Small: Achieve SMARTER Goals	1
Effective Communications & Human Relations (8 sessions)	24
Effective Communications & Human Relations (12 sessions)	36
Getting Results Without Authority	1
How to Win Friends & Influence Business People (4 sessions)	12
Managing Up	2
Managing Workplace Stress	3
Overcoming Workplace Negativity with Enthusiasm	2
Powerful Conversations to Engage Your Workforce	1
Remember Names to Build Better Professional Relationships	1
Successful Public Speaking	3
Time Management: Organize and Prioritize to Increase Your Productivity	1

Spaced Learning Core Programs

Programs	Schedule
Kickoff to the Dale Carnegie Live Online Experience	30min. Live Online Pre-Course Workshop
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	4 weekly 3-hour sessions
Develop Your Leadership Potential: Stop Doing, Start Learning	10 twice-weekly 2-hour sessions
Dale Carnegie Sales Training: Winning with Relationship Training	8 weekly 2-hoursessions
Effective Communications and Human Relations	8 weekly 3-hour sessions
How to Communicate with Diplomacy and Tact	4 weekly 3-hour sessions
How to Win Friends and Influence Business People	4 weekly 3-hour sessions
Leading Virtual Teams	2 weekly 3-hour sessions
Leadership Training for Managers	7 twice-weekly 2-hour sessions
Step Up to Leadership	2 weekly 3-hour sessions

Performance Change Pathway™

Dale Carnegie's unique design and delivery framework is referred to as the Performance Change Pathway™. We are focused on transformational performance changes in individuals and organizations, and we believe that all learning is a journey.

To engage in their learning, participants need a pathway to navigate their individual journey. The Performance Change Pathway™ is a structured learning and development process that ensures participants have a consistent experience.
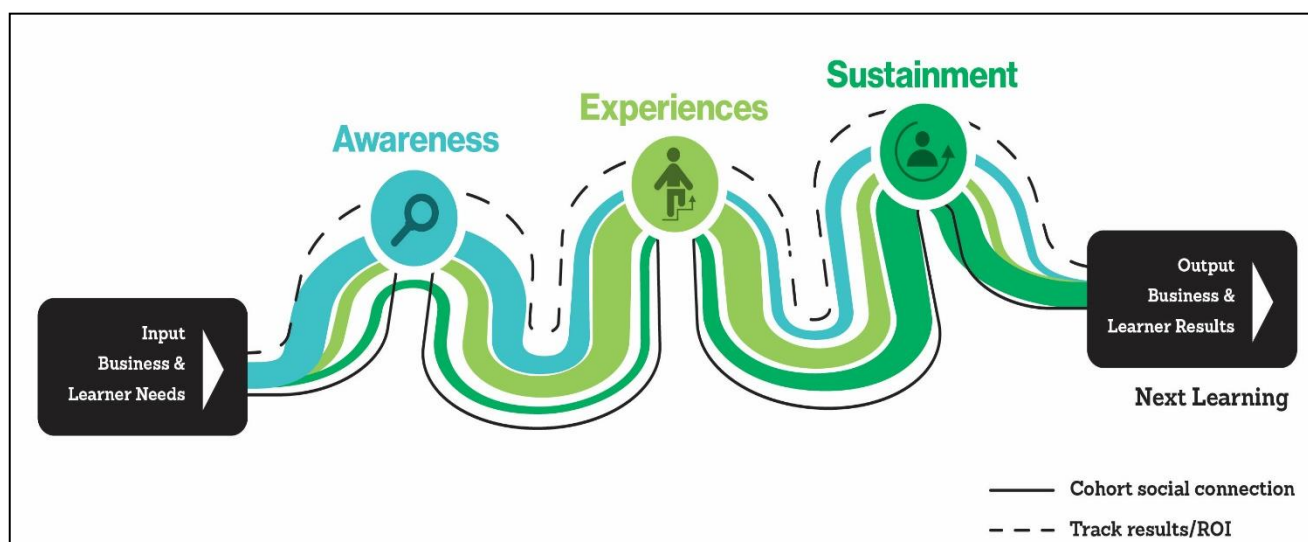
The Performance Change Pathway™ encompasses five key components: Input, Awareness, Experience, Sustainment, and Output. We believe these components are essential to the design and delivery of our programs and they formulate a continuous learning path for participants.

Input: The Performance Change Pathway™ starts with the participant and business need or input. Within this phase, we acknowledge these needs and encourage positive reinforcements for participants, managers, and business owners, highlighting strengths to create a tailored learning path for participants. We help identify the real issues and understand what gaps need to be bridged. This helps us assess the relevant approaches that work best for both the participant and business.

The path begins with a strategic conversation to understand where you are today, where you want to be, and what needs to change to get there. These discussions establish the priority for the integration of people and business strategy.

A series of touch points builds engagement and sets the foundation for expectations, buy-in, and commitment. Participants and managers work together to create targeted learning goals and identify outcomes.

• Self-Assessments
• 360 Feedback
• Email Notifications
• Social Connections
• Alignment with Manager

Awareness: We introduce participants to the learning process through a series of touch points designed to arouse an eagerness to set and achieve their goals. Participants, along with their managers, set expectations for themselves to close the gap from where they are to where they want to be. In the awareness phase, we set the stage for the emotional shift that is needed to impact behavior change. Participants begin to analyze their support system, understand what to expect from the training experience, and prepare to join a cohort with other program participants.

The awareness stage is an important step in building confidence and a positive attitude for behavior change and prepares them for the next step. In short, the Dale Carnegie Experience is unique and encourages participants to stretch their comfort zones.

Experience: The moment participants enter the Dale Carnegie Experience, they will recognize our approach is unique. This phase is the participant experience. We believe that changing a habit or behavior creates a performance change. Transformation occurs when we facilitate an experience in which participants have the space and capacity to change who they are, what they do, and what they get.

Dale Carnegie trainers take participants through our Cycle of Performance Change process to create an environment that allows transformation to happen. To adopt the attitude and behavior change needed, participants in this process will not only practice the skills needed but also actively participate in a facilitated experiential learning environment. It is not about the trainer pushing or forcing a change in the participant; instead, it is about enabling people to transform themselves.

> **Dale Carnegie's Human Relations Principles, coupled with our unique delivery methodology, allow participants to recognize their potential and drive dramatic changes in performance.**
>
> **Each program includes active participation, practical application, a goal-oriented focus, and in-the-moment coaching.**
>
> **• Human Relations Principles**
> **• Unique Delivery Methodology**
> **• Cycle of Performance Improvement**
> **• Practical Assignments**
> **• On-Demand Reinforcements**
> **• Social Connection**

In every Dale Carnegie program, participants are constantly reflecting on how utilizing the skill or tool would positively impact themselves and their organization as well. From the very beginning, participants are encouraged to identify the changes they desire and, more specifically, the behaviors they are seeking to change or improve. They are then asked to imagine the specific results they will achieve because of these new behaviors.

Dale Carnegie believed that "Every participant must leave with a sense of victory." Therefore, the trainer will focus on the individual's progress toward his or her goals with feedback that is specific to personal growth. This positive group dynamic and coaching builds the individual's confidence and allows him or her to take the risks that are necessary for growth.

Sustainment: We are proud to have facilitated the Dale Carnegie Experience for more than 9 million participants around the globe. We want them to feel connected and confident that they can continue to develop new skills.

Let's face it, if participants leave a program with a good feeling but don't do anything differently, then the training was not successful. That's why we build sustainment into our programs, with an emphasis on ensuring that participants can translate what they learned into real-world results. We don't believe the pathway is complete until participants are using what they learned without having to think about it.

The sustainment phase is viewed as a reinforcement in which participants are on a continuous

> **Concentration on continuous learning lengthens the life cycle of the performance change.**
>
> **Reinforcements support application of new skills and provide refreshers to enhance recall of the learning. A prescribed learning path builds upon newly acquired skills.**
>
> **• Live Online**
> **• Carnegie Cloud**
> **• Follow-up with Immediate Manager**
> **• 360 Follow-up**
> **• Individual Learning Maps**
> **• Social Connections**
> **• Free Downloads**

Performance Change Pathway™ through post assessments, recommended learning paths, application assignments, and feedback opportunities.

If we give participants a clear, unbiased learning path, they will find their own connections between their current world and sustainability. Our programs connect participants to resources, opportunities, and a global community for continuous growth.

Curriculum Recommendations – What the Journeys Look Like

Following our Performance Change Pathway™, our programs can include include:

Virtual or In-Person Awareness Session (2 Hours)

Objectives:
- Build engagement, comfort and trust for the upcoming program
- Build camaraderie with other participants and the trainer team
- Establish parameters for setting goals for professional development and business impact
- Commit to mutually defined expectations

The Experience / Training Delivery

Programs (recommended):
- Sales Effectiveness
- Presentation Skills
- Professional Effectiveness
- Spaced Learning Core Programs

Sustainment / Follow-up Sessions (4 Hours)

Learning Objectives:
- Identify and communicate the major benefits of the program
- Reflect on key concepts presented in the program
- Commit to continued development

Tailored assignments and specific projects (in between modules and each training session)

- Each week, participants will have individual and group assignments aiming towards implementing what they learned and sharing experiences.
  - Sharing the progress made, stumbling blocks, milestones, solutions, etc.
  - Sponsors (Direct Supervisors and/or managers) must attend.
- The assignments will be determined with the project owners and stakeholders.

Investment Summary

Live Online Training Sessions	Price EUR
Awareness Session (1 Hour) • 1-hour meeting with participants • Customization and inclusion of examples / case-studies relevant to their activity • Up to 10 Participants per group/session	~~300~~ Cost absorbed by Dale Carnegie
Experience / Live Online • Training Delivery – Full Day • Training Delivery – Half Day • Training Delivery – Module Based (price per hour) ○ Up to 20 Participants per group / session	1,800 900 300
Sustainability / Follow-up Sessions (price per hour) • Up to 20 Participants per group / session	300
Price includes: • Trainer Fees • Digital Classroom – WebEx Live Online Sessions • Voice of the Customer Surveys ○ Digital Participant Manuals (optional, based on selected modules and in English only)	

- **The prices are in EUR (not including VAT)**

Interested in learning more?
Visit and contact us today.

dalecarnegie.ro

Dale Carnegie™