



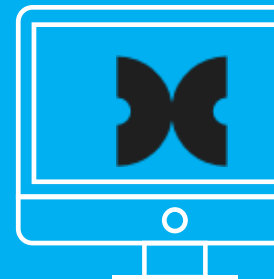
Dale Carnegie - Live Online

Virtual Instructor-Led Courses



Dale Carnegie Romania

Live Online Training

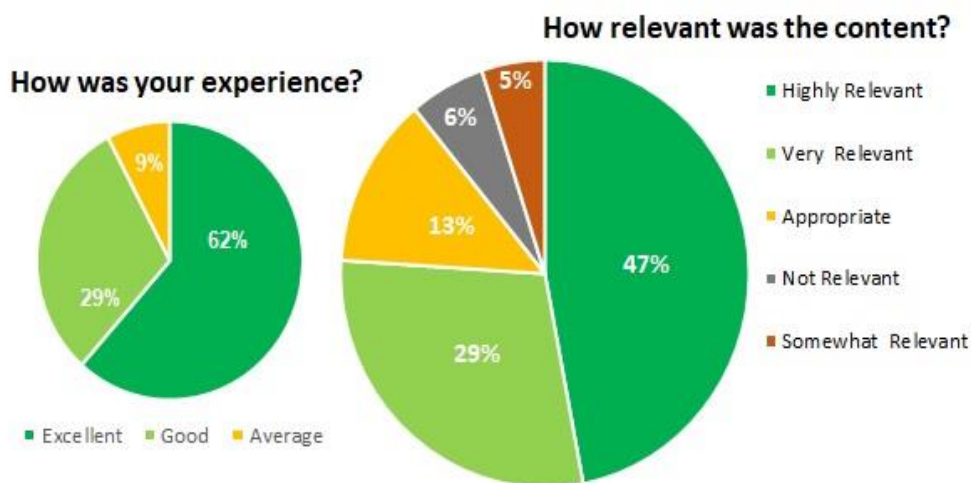


For over 100 years, we've helped companies of all sizes create a vibrant, sustainable workforce by fostering an environment that thrives on positive, productive relationships.

Our mission at Dale Carnegie Romania is to deliver improved business results for our clients by increasing the performance of their PEOPLE. Our training process concentrates on improving the core Behaviors and Performance Habits within a team, that will power your organization's advancement.

We have acquired 14 years of experience on the local market, as we are present in Romania since 2005 and we've had more than 50.000 successful participants.

Our Public Live Online Program has been constantly refined within the last 10 years of delivery and our global online programs have a 65% NPS rating (World Class Level).

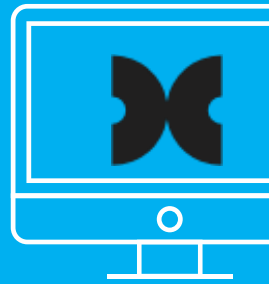


While our Live Online programs include 60+ 'off the shelf' most requested topics that range from Leadership & Sales to Presentation & Customer Service Skills, most of our activity still relies on tailor made 'in-company' programs that we develop with our partners, based on the core competencies they wish to develop.

We continue to be in this together and know we are facing a "new normal"; what this looks like, no one is sure. What we are sure of are the timeless principles that we teach, knowing they can help all of us navigate these difficult times and prosper when they end.

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-hour sessions
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

Interested in learning more?
Contact us today.

