

Transformation Starts Here

The Dale Carnegie Course®

When you look at successful people, what do you see? Confidence. Competence. Enthusiasm. They're engaged in all aspects of their work and life, inspiring others as they lead by example. The Dale Carnegie Course will help you master the communication skills necessary in today's demanding business environment. You will learn to strengthen interpersonal relationships and develop a commanding attitude, instilling confidence and enthusiasm in your workplace.

Who Should Attend

Professionals at all levels who wish to optimize their performance, lead with conviction and positively affect the bottom line.

Learn How To:

- Use a proven process to recall names and facts.
- Communicate more confidently.
- Build trust and persuade people to take action.
- Project an enthusiastic attitude.
- Communicate logically, clearly and concisely.
- Energize and engage listeners.
- Manage stress and minimize worry.
- Strengthen relationships.
- Give constructive feedback that empowers others.

Grand Forks
Thursdays
January 27 - March 17

Minot
Thursdays
February 24 - April 14

Bismarck
Wednesdays
February 16 - March 2

Fargo
Wednesdays
March 2 - April 20
Thursdays
March 3 - April 21

Fargo
3-Day Immersion
July 12 - 14

High-Impact Presentations

High-Impact Presentations focuses on structuring an effective presentation that will build credibility, enhance a client relationship and clearly convey your concept. The class is small. The environment is supportive. The work is intense. And the results are outstanding.

Who Should Attend

Professionals needing to inspire large audiences, motivate sales executives, address the media, or simply control a meeting. This seminar focuses on more advanced presentation skills.

Learn How To:

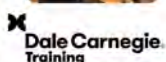
- Persuade your audience using indisputable data.
- Lead effective Q&A sessions.
- Communicate with clarity and certainty.
- Interact with a natural and composed demeanor.
- Illustrate complex material directly and simply.
- Demonstrate unfamiliar material expertly
- Project confidence and enthusiasm that builds credibility

Fargo
May 17 & 18



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Dale Carnegie Sales Training: Winning with Relationship Selling

High-performing sales professionals are doing something that the Internet cannot do. They are building relationships. They are passionate and committed to the success of their client. They understand that enduring relationships are the key to positive outcomes for all. And true relationships build loyalty and referrals, resulting in a lucrative pipeline and ultimately catapulting sales professionals over their quotas and goals.

Who Should Attend

All sales professionals who want to achieve higher results through stronger relationships.

Learn How To:

- Establish goals for personal and professional success.
- Identify the best prospecting methods to maintain an unlimited pipeline.
- Form essential relationships required for long-term benefits.
- Develop active listening skills to identify opportunities and minimize challenges.
- Establish credibility and communicate your value.
- Develop crucial questions to reveal customer needs.
- Build a dynamic and confident sales attitude

Develop Your Leadership Potential: Stop Doing, Start Leading

This program goes beyond traditional leadership training programs because it focuses on the essential skills that are necessary to build strong teams and equip new leaders with the right attitudes to step up and take charge. This program is specifically designed to address the challenges that new leaders face, to help them change their mindset, and to give them confidence with proven strategies and tools that are used by the most successful leaders.

Who Should Attend

Individuals who have been recently promoted into management or supervisory positions. High potential or top performing employees who are being considered for a leadership position.

Learn How To:

- Understand and build your personal leadership style
- Communicate with authenticity
- Lead with integrity
- Foster collaborative relationships
- Increase your self-awareness
- Create a leadership style that engages others
- Lead others to accomplish results
- Develop yourself and others

 **Fargo**
Tuesdays
June 7 - 21

Leadership Training for Results: Unleash Talent in Others

Dale Carnegie's unique relationship-centered approach to leadership development provides you with a comprehensive toolkit that will help you become the type of leader required in today's workforce. This program combines the crucially important hard skills and proven behaviors that leaders need, while also focusing on adopting the right attitudes required to be an engaging leader.

Who Should Attend

Leaders and managers who have experience and want to take the capabilities and performance of themselves and their teams to the next level to improve their results.

Learn How To:

- How to build effective teams
- Drive innovation within your team and organization
- Focus on performance and results
- Lead through workplace change
- Effectively delegate and create accountability
- Achieve results by unlocking the greatness in others
- Foster team member engagement
- Develop mentoring relationships

 **Fargo**
Tuesdays
April 19 - May 3