

DALE CARNEGIE COURSE

Participant Weekly Action Reminder

[Week 4]

“Your purpose is to make your audience see what you saw, hear what you heard, feel what you felt. Relevant detail, couched in concrete, colorful language, is the best way to recreate the incident as it happened and to picture it for the audience.” — Dale Carnegie

Good Day! We have successfully completed Session 4 of 8. Here is your Weekly Action Reminder for the Dale Carnegie Course®.

Congratulations Session 4 Award Recipients

Session 4A: **John – Breakthrough Award**

Congratulations John, you showed a lot of courage in stepping out of your comfort zone and going over and beyond your usual way of presenting. You're committed and dedicated in this journey of self discovery and its exciting to partner with you on this journey. I'm confident that with this kind of tenacity and zest you will be able to achieve your goal!



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Session 4B: Raj – Outstanding Performance Award

Congratulations Raj, for clinching the award for outstanding performance for Session 4. Your commitment to improve and enhance your workplace skills was clearly seen in the way you explained how to use a fire extinguisher. It was communicated clearly, using the LIONS method accurately. Continue to grow and inspire! Well done!



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Session 4 Review

We learned how valuable it is to be engaged in our communication with other physically, emotionally, and mentally. By using logic, motion, and emotion simultaneously, we vastly increase our ability to engage our listeners.”

Session 4A Highlights: Energize Our Communications

Issues Addressed

- How can we help our listeners better understand our message?
- How can we harness our natural nervous energy to better engage our audience while reducing our stress?

What We Discovered

Dale Carnegie compared a communicator’s nervous energy to the “difference between a race horse and a plough horse.” Without nervous energy, we can’t win our listener’s attention and our message is lost. By directing our nervous energy into natural, expressive gestures and emotions, we release tension from ourselves and increase interest from our listeners.

Session 4B Highlights: Make Our Ideas Clear

Issues Addressed

- How can we help our listeners understand complex and unfamiliar information?
- How will the LIONS process help our teams, managers, clients, and us?

What We Discovered

In Session 4, we practiced the LIONS process for organizing our thoughts, so we are more clearly understood. We also committed to using the process so that mistakes are reduced, and projects are completed more quickly and effectively.

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Session 5 Preview

The unexpected provides significant opportunities for us to make unique contributions and enhance our credibility. When we speak our minds assertively and respectfully, our coworkers and organizations have the opportunity to benefit from our unique perspectives and insights. When we build collaborative relationships, we increase cooperation and bottom-line results! Don't let any but the most important reasons keep you from attending and benefiting from this potent session.

Part A. Disagree Agreeably

By using a process designed to help people exchange different opinions without offending one another, we become stronger, more dependable team members. "Disagreeing agreeably" is a culmination of skills learned thus far and a stepping stone up to new levels effectiveness when implementing change.

Part B: Gain the Willing Cooperation of Others

In this session we will see ways to influence people through trust and respect, achieve cooperation versus compliance, and discover the power of finding points of agreement. Based on a commitment we made in Session 3, we will see how Dale Carnegie's second set of Human Relations Principles can create collaboration, cooperation, and team member engagement.

In preparation for Session 5, please:

- 1) Prepare a 2 min report** to communicate a specific experience when you applied the Gain Willing Cooperation Principles (10 – 21). This is based on a commitment you made in Session 3. Use the Magic Formula. **Complete the Gain the Willing Cooperation of Others Report Planning Sheet on page 5.11.**
- 2) Come prepared to share good news** on examples of how you are applying the Dale Carnegie concepts (like the magic formula, LIONS approach, be the Cheerleader, your use of the worry and stress principles and share with us what particular part of **reading Dale Carnegie books** had an effect on you and why.

We missed you!

- Ikhwan
- Halim
- Hani
- Derek

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Session Make-up Opportunities: We strongly recommend that every participant attend 100% of the sessions to achieve maximum benefit from the course. Attending seven of eight sessions is required for graduation. Call us if you are interested in making up a session.

For more information please contact us:

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We look forward to seeing you in next session to start the class at 6.30pm sharp!

Thank you.

Warmly,
Dr. Seetha