

## Dale Carnegie<sup>®</sup> Live Online Solutions

COVID-19 has disrupted every aspect of our life and we are now adhering to the new normal. Our training for the last decades has been successful through direct and physical human interactions and meaningful relationships created via our training programs. Our founder, Dale Carnegie, believed that we must be agile in adapting, transforming, and innovating as time changes. For us, that means being able to stay ahead and provide the best service and training experience to our clients regardless of the platform used – now through our live online offerings.

### Dale Carnegie Live Online Options



#### Live Online **Webinars**

- 1.5-hour virtual instructor-led session utilizing chat, whiteboard tools, and polling
- Fast-paced, interactive exchange of timely skills
- Participants engage through interactive tools addressing outcomes and “How To’s”
- Breakout Rooms: Participants are given the chance to put skills and new process to practice in small groups



#### Live Online **Workshop**



- 2- and 3-hour virtual instructor-led sessions utilizing chat and voice interaction, whiteboard tools, polling, and breakout rooms
- Skills development with emphasis on relevant business examples and collaboration
- Individualized coaching from the trainer and ongoing feedback for participants
- Breakout Rooms: Participants are given the chance to put skills and new process to practice in small groups





#### Live Online **Training**

- 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

# LEADERSHIP DEVELOPMENT

Type	Programs	Objectives	Duration
 <p>Live Online <b>Webinars</b></p>	Stay Safe Stay Connected: Enhancing Team Synergy	<ul style="list-style-type: none"> <li>■ Master 5C to enhance communications with your remote team</li> <li>■ Identify ways to foster virtual teamwork, group effort, and collaboration</li> <li>■ Create a virtual team environment based on trust and respect</li> </ul>	1.5 hour Public Session
	Embrace New Normal: Raise Your Game	<ul style="list-style-type: none"> <li>■ Identify processes to solve challenging problems</li> <li>■ Apply decision-making techniques to involve teams</li> <li>■ Describe techniques for gaining input</li> </ul>	1.5 hour Public Session
	Adjust to Change	<ul style="list-style-type: none"> <li>■ Commit to principles for adapting to change</li> <li>■ Adapt personal work patterns and attitudes in response to change</li> <li>■ Be a role model of change for others</li> </ul>	1.5 hour Public Session
 <p>Live Online <b>Workshop</b></p>	Coaching for Improved Performance	<ul style="list-style-type: none"> <li>■ Define coaching and identify traits and behaviors of an effective coach</li> <li>■ Apply the 7 coaching process steps to improve the performance of others</li> <li>■ Use the 9 coaching principles to get better results</li> </ul>	2.5 hours In-house Session

Type	Programs	Objectives	Duration
<div>  <p>Live Online <b>Workshop</b> (Con't)</p> </div>	Critical Thinking: Tools for Effective Action	<ul style="list-style-type: none"> <li>■ Use the Critical Thinking Process to gather and interpret relevant information and come to well-reasoned conclusions and solutions</li> <li>■ Employ visualization and fact finding to verify that you have identified the real cause of the problem.</li> <li>■ Critically evaluate alternatives using deductive and inductive reasoning strategies, the ladder of inference, and logic trees</li> </ul>	3 hours In-house Session
	Strategic Planning Essentials: Prepare for Future Success	<ul style="list-style-type: none"> <li>■ Identify ways that strategic planning differs from tactical planning</li> <li>■ Develop a strategic intent as the foundation of your organization's plan</li> <li>■ Isolate the core competencies of your organization</li> </ul>	3 hours In-house Session
<div>  <p>Live Online <b>Training</b></p> </div>	Leading Virtual Team	<ul style="list-style-type: none"> <li>■ Create a virtual team environment based on relationships and camaraderie</li> <li>■ Establish clear team expectations based on mutual trust and respect</li> <li>■ Communicate effectively and use technology that fits the situation</li> <li>■ Identify ways to foster an environment of virtual teamwork, group effort, and cooperation</li> </ul>	3 hours 2 sessions In-house Session

Type	Programs	Objectives	Duration
 <p>Live Online <b>Training</b> (Con't)</p>	Sustainable Employee Engagement Guides	<ul style="list-style-type: none"> <li>■ Define employee engagement and why it is critical to organization success</li> <li>■ Identify skills that will enhance emotions leading to higher engagement level</li> <li>■ Adopt best practices to become a C.A.R.E.ing manager</li> </ul>	2 hours 3 sessions In-house Session
	Develop Your Leadership Potential	<ul style="list-style-type: none"> <li>■ Convey honesty, integrity, and accountability</li> <li>■ Use authority and influence appropriately</li> <li>■ Increase self-awareness</li> <li>■ Model effective interpersonal communication</li> </ul>	2 hours 10 sessions Public Session
	Leadership Training for Results	<ul style="list-style-type: none"> <li>■ Inspire, motivate and develop others</li> <li>■ Promote teamwork, collaboration and innovation</li> <li>■ Create effective organizational communication</li> <li>■ Guide others through change</li> </ul>	2 hours 10 sessions Public Session

## Live Online Training Global Accreditation

Dale Carnegie Live Online courses have been accredited by several of the most important professional organizations



The Society for  
Human Resource  
Management



Human Resource  
Certification Institute



Project  
Management  
Institute



National Association of  
State Boards of  
Accountancy

# The Bottom Line...

## The Dale Carnegie Course, Delivers Results

<b>Automotive</b> Audi BMW AG (Wallis Motors RT) Ford Motor Company General Motors Acceptance Corp. Mercedes-Benz Porsche AG Toyota Astra Motor	Kuwait Oil Company Pilipinas Shell Petroleum	Hormel Foods Interbrew Nestle Purina AB Pepperidge Farm, Inc. Sara Lee Corporation Stanfilco Division of Dole Philippines Unilever	DuPont Indonesia Hitachi Metals America, Ltd. Hong Kong Oxygen & Acetylene Co. Ltd Hunter Douglas Ingenieria Gastronómica International Trucks JanPak John Deere Lear Corporation Liz Claiborne Mitsui O.S.K. Lines, Ltd. Philip Morris International Sappi UK Securitas Star Shipping Argentina S.A. Synthes Tetra Pak PT Thomas & Betts Tirtha RIA USA Screen Printing 3M Company	<b>Service Companies</b> 1-800-Flowers.com ADT Security Services American Dental Service American Heart Association American Red Cross ARAMARK BBC Worldwide Chicago Bulls Cinecolor Argentina Finning International, Inc. (Canada) Hapag-Lloyd HDR Inc Manpower Manchester City Football Club March of Dimes Northrop Grumman NYC Transit Reed & Mackay Travel Ltd Thomson Learning Iberoamerica United States Postal Service United Water United Way Worldwide US Coast Guard US Navy UNICEF
<b>Communication &amp; Information Systems</b> ABC Cable Networks Group Alcatel Indonesia Aspect Communications AT&T Comcast Cox Communications Standard & Poor's Telmex Time Warner Cable Verizon WESTEL Mobile Telecommunication Co.	<b>Financial &amp; Insurance Services</b> ABN AMRO Bank AEGON Insurance Co. Al Rajhi Bank AutoOne Insurance Axa Insurance Ahold USA Allstate Insurance Company Banco de México Bank of America Bank Central Asia Bank of Tokyo-Mitsubishi UFJ Cigna Health Insurance Citigroup Commercial Bank of Kuwait (CBK) Deloitte LLP Empire BlueCross BlueShield Equitas Farmers Insurance Group JPMorgan Chase Merrill Lynch Municipal Credit Union Navy Army Community Credit Union Nordea Bank Sverige Progressive Corporation Sovereign Bank State Bank of India	<b>Healthcare &amp; Pharmaceuticals</b> AstraZeneca Sanofi-Aventis U.S. LLC BAYADA Nurses Boulder Community Hospital Bristol-Myers Squibb Dankos Laboratories Tbk Evans Vaccines Ltd GlaxoSmithKline IDEXX Jacob Healthcare Johnson & Johnson Kwong Wah Hospital Laboratorium Klinik Prodia	<b>Retail</b> Ace Hardware Best Buy Costco Wholesale Domino's Pizza Dunkin' Donuts Enterprise Rent-A-Car The Home Depot McDonald's Corporation Radco Food Stores Staples  T.J. Maxx Walmart Wawa	<b>Technology</b> Apple Binatone Global Ciudad Internet IBM Intel Microsoft Oracle VoxCom WebMD
<b>Education</b> Colorado State University Fordham University Harvard University London Business School Pennsylvania State University Universitas Surabaya Universidade Potiguar Washington State University	<b>Food &amp; Beverage</b> Anheuser-Busch Campbell Soup Company Cargill Coca-Cola Enterprises Coors Brewing Company Frito-Lay	<b>Hospitality</b> Argosy Casino Hotel & Spa Dwidaya Tour & Travel Four Seasons Hotel Las Vegas Hampton Inn & Suites InterContinental Buenos Aires The Kahala Hotel and Resort Radisson Hotels		
<b>Energy Services</b> Alstom BP Chemicals Chevron Energy Solutions ExxonMobil		<b>Manufacturing &amp; Shipping</b> Adidas Alcan Packaging Baker Concrete Construction Caterpillar, Inc. Delami Garment Industries		

## Case Study

### Customer

Keurig Green Mountain

### Type of Business

Specialty Coffee/Wholesale Retail

### Number of Employees

6,000+

“Our business aim in working with Dale Carnegie was really to empower our individuals so they had the confidence to step forward, speak up, participate, and take charge of their lives and their careers.”

- Bob Stiller, Founder, Keurig Green Mountain

<b>Challenge:</b> Keurig Green Mountain, after enjoying steady success in its core market, decided it would begin expansion efforts. In order to safeguard its culture and prepare its employees for the challenges ahead, it needed to step up its training initiatives.	<b>Solution:</b> The Dale Carnegie Course would immerse Keurig Green Mountain employees in a rigorous time-phased training curriculum that balanced individualized coaching with group training. During the course participants engaged in a continuous cycle of improvement, during which they transitioned between the classroom and the workplace, putting principles into practice and getting feedback from their peers.	<b>Results:</b> Advances in innovation and idea sharing have led to a proliferation of breakthrough projects and creative ideas that have helped improve efficiency and continue steady expansion.
--	--	---