



Dale Carnegie®

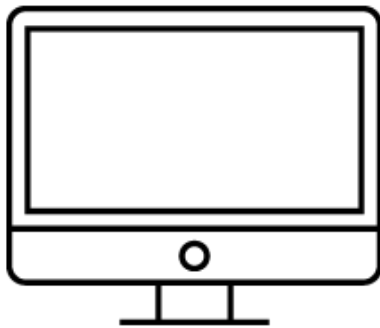
Programs Fall 2020 – Winter 2021

Increasing results by bringing out the best in people

**Dale
Carnegie®**

Live Online Training

Increasing results through virtual training



For more than 10 years, Dale Carnegie has committed to virtual training excellence for nearly 125,000 online graduates from top organizations across the globe. Dale Carnegie's instructor-led virtual training are highly interactive experiences that coach participants to get the results they want.



Individual Focus

- In-the-moment coaching from trainers
- Technical and customer support
- Online badging and completion certificates



World-Class Trainers

- 89.90 VOC/ 68.8 NPS scores
- ISO-9001 trainer development process
- 100+ years of adult learning experience



Flexible Catalog

- Flexible and comprehensive schedule
- Customized or in-house solutions available
- Easy-to-use cloud subscription platform



Social Learning

- Robust set of platform features
- Use of breakout rooms, whiteboards, and chat
- High levels of sharing and peer collaboration

Dale Carnegie®



Leading with Agility

The only constant in (business) life is change. It's a quote we have all heard before. On the other hand, how we as a company can stay one step ahead of that change is not that commonly known. Nowadays, there is one organizational skill you need and that is "agility": the ability to gather and act on information, make decisions quickly and implement change to meet the changing needs of the business environment. Specifically, this includes learning how to both do and be agile.

Following the need for companies to act quicker and faster, Dale Carnegie researched the skills needed in an organization to become agile. Based on this, we've developed a framework for leaders who want to approach building agility in a deliberate way:

- A clear organizational purpose
- Information sharing tools and processes
- Resilience
- Social intelligence and psychological safety
- A culture encouraging change

In the workshop "Leading with Agility", you will develop your competencies in each of these areas and learn how to be agile yourself.

Who Should Attend

Managers and professionals who want to understand what agility is and develop it in self, team and organization.

Format

3 Hour Live Online Workshop

What You Will Learn

- Understand the framework of agility
- How to drive organizational purpose
- Build resilience in yourself and others
- Learn how to develop trusting relationships and create a psychological safe environment

How to Present & Engage Online

How many virtual meetings or online presentations during the last month would you consider having been "highly engaging and valuable"?

And how much of the time were you or your audience distracted by answering an email, chat, or other activities? When sitting behind a computer, our attention span is a lot lower. This means that what we say and what we hear online needs to be at least 20% more engaging than in a face-to-face meeting.

Building credibility in a virtual setting, connecting with others and creating an environment where everybody is engaged, is what you will practice in this workshop

Who Should Attend

Professionals who want to have more impact when meeting and presenting online

Format

3 Hour Live Online Workshop

What You Will Learn

- How to establish a professional online connection
- Use voice and body language to make a bigger impact
- Effectively use the tech tools to increase the interaction in your meetings and presentations
- Model effective interpersonal communication





Lead Remote Teams

Although being a leader (or a member) of a virtual team can be very rewarding, there are challenges to overcome to reach success. The challenges are often due to technical issues, unfamiliar tools or personal attitudes regarding technology and virtual work. In addition, connecting on a personal level needs more deliberate attention and new skills.

This training will equip you to build relationships in a virtual setting, gain trust and create a team bond across borders.

Who Should Attend

Managers who want to lead remote teams to achieve results

Format

2 x 3 Hour Live Online Session

What You Will Learn

- Discover the 5 C's to successfully lead remote teams
- Create a trusting environment that fosters team collaboration
- Develop an agile mindset for ourselves and teams
- Lead virtual meetings that are interactive and engaging

Course Outline

- Session 1: Connection and Confidence
- Session 2: Communication, Collaboration and Commitment

Skills for Success

Using the principles of the business bestseller 'How to Win Friends and Influence People', you'll form closer relationships built on trust and respect. A combination of public speaking exercises and out-of-the comfort zone activities will enable you to increase self-confidence and flexibility. During the entire journey you'll discover the professional skill of working with others and become an inspiring leader for those around you.

The renewed virtual version of this training will bring out the best in every individual, increase their resilience and positively impact the bottom line.

Who Should Attend

Professionals at all levels who want to build skills for success, accelerate their career and increase company results

Format

6 x 3 Hour Live Online Session

What You Will Learn

- Build greater self-confidence
- Strengthen people skills
- Enhance communication skills
- Develop leadership skills
- Reduce stress and improve our attitude

Course Outline

- Session 1: Foundation for Success and Recall Names
- Session 2: Memory Skills, Enhance Relationships and Increase Self-confidence
- Session 3: Motivate Others and Make our Ideas Clear
- Session 4: Energize our Communication and Put Stress in Perspective
- Session 5: Influence Others and Disagree Agreeably
- Session 6: Develop Flexibility and Build Others through Recognition





Winning with Virtual Selling

In a recent research by Corporate Vision, nearly 70 percent of salespeople surveyed responded that remote selling is not as effective as in-person.

How we make a personal connection, keep our clients' attention and build trust during the sales conversation requires a different skillset. In this setting, our virtual presence needs to be on point and our presentations engaging and impactful. But don't worry, we've got your back! This training will give you the confidence, techniques and knowledge to sell and build trust in a virtual environment.

Who Should Attend

Sales professionals who want to shift their face-to-face selling skills to the virtual environment

Format

2 x 3 Hour Live Online Session

What You Will Learn

- Build trust in a virtual environment
- Use camera, voice and body language to make a personal connection
- Leverage the tech tools to create a high value conversation with your customers
- Engage your prospect or client when presenting your solution

Course Outline

- Session 1: Build and Leverage your Virtual Presence
- Session 2: Open Virtual Meetings and Present your Solution with Impact

Virtual Selling Mastery

High-performing sales professionals are doing something that average salespeople are not doing. They are building relationships. They are passionate and committed to the success of their client. They understand that delivering value for the client is the key to positive outcomes for all. Strong relationships and value selling build loyalty and referrals, resulting in a prosperous pipeline and hitting your targets. This training covers the essentials of selling in a virtual world and encompasses the entire sales cycle from agenda statements, questioning, presenting your solution to closing a deal.

Who Should Attend

Sales professionals who want to master the entire sales cycle in a virtual environment

Format

5 x 3 Hour Live Online Session

What You Will Learn

- Create impact in every stage of the sales cycle (connect – collaborate- create – confirm -commit)
- Use camera, voice, body language and the tech tools to connect and engage customers online
- Ask power questions that engage and deliver solutions that make an impact
- Handle objections and close your sale online

Course Outline

- Session 1: Build and Leverage your Virtual Presence
- Session 2: Preparing and Opening Virtual Meetings
- Session 3: Asking Power Questions that Engage and Present Virtual Solutions with Impact
- Session 4: Engage with Interactive Selling and Sales Storytelling
- Session 5: Handle Objections and Closing your Deals in a Virtual Setting



One Carnegie

We change performance all over the world, adapted to local culture

Global reach, local touch is our motto. Under the umbrella of a franchise system, we give our clients a unique and unified training experience all over the world.



Number of countries with a franchise office: 76*

Europe

Austria
Belgium
Bulgaria
Cyprus
France
Germany
Hungary
Iceland
Ireland
Italy
Luxembourg
Netherlands
Norway
Poland
Portugal
Romania
Spain
Sweden
Switzerland
Turkey
United Kingdom

Africa & Middle East

Algeria
Cameroon
Egypt
Israel
Jordan
Kenia

Kuwait

Libya
Mali
Mauritius
Morocco
Nigeria
Saudi Arabia
South Africa
Tunisia
United Arab Emirates

Asia, Australia, and the Pacific

Australia
Cambodia
China
Hong Kong
India
Indonesia
Japan
Malaysia
Mongolia
Myanmar
New Zealand
Philippines
Singapore
South Korea
Taiwan
Thailand
Vietnam

North America, Caribbean & Mexico

Canada
United States
Dominican Republic
Jamaica
Mexico
Puerto Rico
Trinidad and Tobago

Central and South America

Argentina
Brazil
Chile
Colombia
Costa Rica
Ecuador
El Salvador
Guatemala
Guyana
Honduras
Nicaragua
Panama
Paraguay
Venezuela

* in case there is not a franchise office present, training can still be delivered in this country in a location of your preference and available language of your preference.

Training Delivery Languages (26 languages)

Arabic – Bulgarian – Burmese – Chinese (Mandarin) – Dutch – English – French – German – Greek – Hebrew – Hungarian – Icelandic – Indonesian – Italian – Japanese – Korean – Mongolian – Norwegian – Polish – Portuguese – Romanian – Spanish – Swedish – Thai – Turkish – Vietnamese

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