



# Dale Carnegie® Public Leadership Programmes

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**I found it so helpful in understanding the common mistakes I was making that were damaging my ability to lead my company... Dale Carnegie helped me understand many of the people challenges that I had. “**

Nick Denning, Diegesis



# A training experience like no other

Emotional intelligence enables people to navigate complex interpersonal dynamics, foster positive relationships, and effectively communicate and collaborate, leading to a more harmonious and productive workplace.

The Dale Carnegie Course is designed to equip individuals with the essential skills needed to excel in today's competitive business environment.

## More than 9 million participants have learnt to:

- Build strong and positive relationships with colleagues, clients, and superiors
- Communicate effectively to enhance understanding and promote collaboration
- Manage conflict situations by understanding other perspectives and being more empathetic
- Provide constructive feedback
- Create an inclusive, psychologically safe culture
- Be more resilient and adaptable when facing change
- Manage stress and wellbeing
- Have more self-belief and confidence
- Be a leader who creates a positive, productive workplace



## The Dale Carnegie difference

Our inclusive learning environments, methodology (Performance Change Pathway™) and world-class trainers tackle the emotions and behaviours of growth and change, leveraging experiential learning to enable and embed new ways of thinking.



## **Practical and personalised**

Based on Dale Carnegie's proven human relations principles, the course provides practical skills and techniques to improve communication, leadership, and people skills. You may know them as 'soft skills'. We know them to be power skills. Prior to the programme we assess the specific goals of each participant, and the skills taught focus on applying the tools and techniques learned in real-life situations, alongside personalised coaching to help elevate areas to strengthen their skillset.

## **Don't just take our word for it**

**“The results and developments we have seen throughout the business have been incredible and we truly believe that the development delivered by Dale Carnegie has had a direct impact on our business results.”**

Nicola Forshaw, Director of Human Resources, The Landmark

**“...it's really helped them in terms of building their team confidence in terms of customer interactions.”**

Matt Aston, UK Sales Director, Gorilla Glue





# Develop Your Leadership Potential: Stop Doing, Start Leading™

It's a trap! We have a tendency to promote our top performing employees into leadership positions. We assume that a high-performance employee can immediately translate into a high-performance leader. The fact is that the skillset and mindset are completely different, and the transition can be difficult, often resulting in failure. Making it even more difficult is having to manage former peers. It's hard on your new leaders because they have to shift from being accountable for their own performance to being accountable for the results of others. It's hard on the organization because you lose the work output from their prior role while gaining a leader who is learning on the job.

Avoid these common traps and start building your leadership pipeline. Give your emerging leaders and your high potential employees the skills to transition from a high performer or a good supervisor into an effective and engaging leader.

## *Develop Your Leadership Potential: Stop Doing, Start Leading*

goes beyond traditional leadership training programs because it focuses on the essential skills that are needed 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.





Join us to learn more about this program and see how the Dale Carnegie Leadership Model can take your top performers and turn them into your next generation of leaders. *Develop Your Leadership Potential: Stop Doing, Start Leading* is perfect to nest within internal future leader or high potential programs at your organization or within your department.

### **Competencies for New Leaders:**

- Honesty & Integrity • Self-Aware
- Positively Influences Others • Inspiring • Others-Focused • Accountability • Competent • Uses Authority Appropriately • Develops Self • Develops Others • Effective Communicator • Confident • Self-Directed • Self-Regulates

### **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.

### **Don't just take our word for it**

**“The organisation will be a happier place, my colleagues will have a deeper respect because I'll address the areas I've shied away from and overall we'll just generate more revenue and GP for the company.”**

Christopher Heath, Import Manager,  
Cardinal Maritime

## **Leadership Training for Results: Unleash Talent in Others™**

Employees are looking to you. They are looking to you as their manager to solve problems, guide them through change, and grow their careers. Employees are looking to you to inspire and instill confidence, all while facilitating teamwork and collaboration. They need you to empower them to get the work done and engage them so they go the extra mile. Your employees need a lot! The demand is tremendous! That means to be a successful leader in today's workplace you must bring the right set of skills and attitudes to engage, retain, and achieve results through your team.

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.

Get the full set of capabilities that you need, and work through Dale Carnegie's Leadership Success Model to get the most *out of your team. Join us for Leadership Training for Results: Unleash Talent in Others™.*





## **Leadership Competencies Covered**

### **Self-Aware**

- Confident

### **Accountability**

- Honesty and Integrity • Manages Progress Towards Goals • Makes Effective Decisions

### **Others-Focused**

- Inspiring • Effectively Communicates • Fosters Teamwork and Collaboration • Fosters Employee Engagement • Facilitates Change • Works Cooperatively

### **Strategic**

- Innovative • Solves Problems • Forward-Focused

### **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.

## **Don't just take our word for it**

**“Since the training you can see and feel the behaviour changes across the organisation. It is present in our culture, diversity and business results.”**

Harvinder Pereira, HR Director, Norwegian Cruise Line Holdings, EMEA

## **Contact Us**

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