



**DALE CARNEGIE®
TRAINING**

It's time to get human again with Dale Carnegie Training® – the original and still the best resource for developing the people side of business.

"Management is about human beings."

— Peter F. Drucker

Now that you are in charge, are you shocked to learn that all the rules have changed? Command and Control has been replaced by Contradiction and Chaos. Employees are not told what to do anymore. Now, you influence their choices and assist them in reaching goals. You do not direct; you win the team over to your point of view. You do not dictate; you inspire!

The business world has changed! Management was about pushing people to succeed. Leadership is about pulling people along to succeed. You require a new skill set to make it to the top in a "pull" environment.

This course teaches how to stop managing and start leading, making you a vital part of your organization's future.

The days of assuming that a good manager was also a good leader are gone. Clear distinctions are being made between the two. Learn the differences between managing and leading and then begin gravitating toward a more direct leadership style and away from a management-based style. Stop pushing and start pulling.

Hear that sound? It is the sound of a business paradigm shifting yet again. Register yourself for success. *Leadership Training for Managers* will transform you from yesterday's manager to tomorrow's leader.

You'll learn to:

- Create a vision – a common ground
- Develop strategies that make things happen
- Take intelligent risks
- Influence people to follow you
- Gain cooperation at every level
- Lead a winning team, department or organization
- Empower others to deliver results

What Our Customers Are Saying

"I can't say enough about what this process has done for our company....We gained the ability to ensure that we were all pursuing common goals. To have the entire organization aligned behind our chairman's vision is powerful and results in outstanding rewards for our employees and our shareholders."

Tony Giordano
Senior Vice President for Material Services
Fred Weber, Inc.



For the most up-to-date listing of class schedules, and for more information, please visit us online at:
www.dalecarnegie.com



The vast majority of Dale Carnegie Training® local franchising organizations in the U.S. have been accredited by the Accrediting Council for Continuing Education and Training (ACCET).

The Quality Management System of Dale Carnegie® Global Services is ISO 9001:2000 certified.

LEADERSHIP TRAINING FOR MANAGERS

Process	After this program, you will be able to:
1. Understanding the distinction between personal leadership and organizational leadership	Identify the qualities of a good leader Recognize the role in organizations Understand the five drivers of leadership success
2. Creating an innovation process and understanding the planning process	Discover the process that drives innovation Master the 8-step planning process Develop and deploy the implementation plan
3. Understanding the performance process and accountability Creating a coaching and appraisal process	Align performance goals with strategy Define performance standards Hold people accountable Learn effective coaching techniques
4. Improving problem analysis and decision-making Recognizing human potential	Master different methods of problem analysis and decision-making Recognize the potential of others
5. Employing a delegation process Handling mistakes	Learn the 8-step delegation process Handle mistakes with consideration Help people accept new ideas
6. Building quality communication to lead and facilitate more effective meetings	Use human relations principles to develop teamwork and trust Promote interactive communication Strengthen listening skills
7. Striving for continuous improvement	Balancing continuous improvement and breakthrough Recognize individual and team success

Time Commitment: One 3½ hour session each week for 7 weeks