

### Leadership Development

Build Trust, Credibility, Respect  
 Business Professionalism 101  
 Coach for Performance Improvement  
 Coaching - Supportive and Directive Approaches  
 Communicate to Lead  
 Conflict Management  
 Delegation  
 Ethical Leadership  
 Focus and Discipline  
 Global Travel and Culture  
 Handling Mistakes  
 Lead Effective Meetings  
 Leadership Communications  
 Leadership Styles and Tendencies  
 Leading Strong Teams  
 Mentorship: Creating a Partnership  
 Mentorship: Launching an Initiative  
 Motivation  
 Motivational Leadership  
 Multi-tasking  
 Network through Community Service  
**Network to Build Business Connections**  
 Networking to Build Your Personal Brand  
 Networking to Promote Your Organization  
 New Employee Orientation  
 Performance Appraisals  
 Performance Defined  
 Planning  
 Share the Glory  
 Strategic Planning  
 Succession Planning  
 Time Control to Work on Your Business  
 Time Management  
 Vision, Mission, Values  
 Visionary Leadership

### Presentation Effectiveness

Confrontational Questions  
**Facilitate for Group Results**  
 Planning Presentations  
 Present to Gain Input  
 Present to Inform  
 Present to Persuade  
 Presenting with Visual Impact  
 Team Presentations  
 Vocal Skills and Body Language

### Process Improvement

Adjust to Change  
 Analyze Problems and Make Decisions  
 Change Engagement  
 Innovation  
 Lead Change without Authority  
 Manage Change Effectively  
 Process Improvement  
**Project Planning**  
 Team Change Engagement  
 Team Problem-Solving and Decision-Making

### Customer Service Focus

Attitudes for Service  
 Complaint Resolution  
 Create Loyal Customers  
 Cross and Up Selling  
**Customer Value Solutions**  
**Customer Follow Through**  
 Effective First Impressions: Face to Face  
**Generate Customer Interest**  
 Internal Customer Service  
**Manage Customer Expectations**  
 Referrals  
**Service to Sales**  
**Suggestive Selling**  
 Telephone Skills - Inbound  
 Telephone Skills – Outbound

### Team Member Engagement

**Avoid Burn Out**  
 Being a Contributing Team Member  
 Bringing Conflict into the Open  
 Communicate with Diplomacy and Tact  
 Conflict as a Growth Opportunity  
 Conflict Mediation  
 Conflict to Collaboration  
 Conflict - Maintaining Emotional Control  
 Dealing with Difficult Team Members  
 Emotional Control  
 Ending a Successful Team  
 Establishing an Effective Team  
 External Partnerships  
 Internal Conflict Control  
 Internal Conflict Resolution  
 Negotiations: A Human Relations Approach  
 Team Building  
 Team Member Basics  
 Team Member Engagement-Marketing Workshop  
 Work with Difficult People  
**Work-Life Balance**

### Sales Efficiency

Coaching Salespeople  
 Coaching Salespeople for Success-Marketing Work  
 Hiring Salespeople  
 Interest  
 Master the Selling Process  
 Motivate and Commitment  
 Objections  
 Rapport  
 Recruiting Salespeople  
 Sales Meetings  
 Sales Performance Defined  
 Solution  
 Successful Sales Leadership

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