

High Impact PRESENTATIONS

A presentation is one of the most important tools you have in business for getting things done. Whether you are persuading colleagues, selling to a client, energizing a team or showing an idea to senior management, the power of your presentation makes the difference between success and failure.

With so much riding on your presentation ability, you will not want to miss this opportunity to sharpen it to perfection.

The benefits of this program:

- Plan and organize professional presentations
- Create and maintain a positive first impression
- Be more natural and relaxed
- Communicate with clarity, force and impact
- Persuade people to make the right decisions



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Fundamental LEADERSHIP PROGRAM

Effective Communication and Human Relations

This program has transformed the lives of over 8 million graduates around the world. And now we want to help you join the ranks of the world's most successful people.

You will learn to strengthen interpersonal relations, manage stress and handle fast-changing workplace conditions. You will be better equipped to perform as persuasive communicator, creative problem-solver and focused leader. And you will develop a take-charge attitude that allows you to initiate with confidence and enthusiasm.

The benefits of this program:

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

Leadership Training FOR MANAGERS



Command and control have been replaced by Contradiction and Chaos.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.

Leadership Training FOR SUPERVISORS

Congratulations! You have been promoted to supervisor. So now it is not what you know but your ability to teach others what you know that counts. It is not your drive to get things done but your ability to motivate others to get them done. It is not being a team member; it is being the team leader.

This intensive program from Dale Carnegie Training® provides everything you need to know to achieve outstanding results through others. Of course, you cover the basics like planning, organizing and control, but the real focus is on building your interpersonal effectiveness.

Sales ADVANTAGE

Sales Advantage is the only course that gives you both sides of the success equation. First, the sales relationship process you will learn in this dynamic course is second to none. It will show you how to manage your time and territory productively; prospect intelligently; and get in front of a potential customer. It will even help you structure what to say in your face-to-face meeting.

Second, it will also show you how to talk to your prospect, how you present yourself and how you relate to the customer are as important as the facts about your product or service. To make the sale, you need to display confidence in yourself, present your solution enthusiastically and influence the conversation toward the conclusion you want.

Negotiation SUCCESS Strategies



The negotiations process really starts by expanding the scope of negotiations to issues beyond price. People who only negotiate based on price will ultimately lose. A successful negotiator follows a proven process that assures success for both sides.

Bargaining includes planning positions for both sides and applying and responding to tactics to achieve a partnership. In the last step, you apply principles to reach an agreement and finalize the outcome.

High PERFORMANCE Teams



This program concentrates on how teams can maximize their effectiveness by defining expectations, establishing ground rules, and leveraging shared values. Participants learn how to identify each player's strength and how to leverage these skills to attain team goals. The training stretches the capabilities of teams, giving them the confidence to generate new ideas and initiative for the business.

World Class CUSTOMER SERVICE

World Class Customer Service brings companies the right tools to cultivate valued, lasting customers. These include practices to help employees become good interpreters of what customers want today, and expect tomorrow. We present the most effective tactics for overcoming customer dissatisfaction and client defection. We even offer strategies employees can use to negotiate big wins for both their companies and their customers.

Trainers DEVELOPMENT Skills

This program is designed to turn you into a top-notch facilitator. Carnegie instructors are masters at creating involvement. Whether a participant is a shy, resistant or just plain difficult we know how to bring out the best in him or her and create a successful group effort.

These skills can only be learned by doing and that's exactly what happens at this program. The Carnegie instructor will coach you through the exercises and help you practice the skills you need to create a highly interactive learning environment. Along the way you will be honing your powers of observation so that you can perfect your own coaching techniques.

Success for Students

Success for Students / Generation.Next is designed to prepare young people for the real world. It gives them the skills they need to reach their goals and live up to their full potential – at school, home, and work.

Success for Students / Generation.Next can help teens become more confident and better able to cope with the pressure and stress adolescents face.

