

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.

BUSINESS NEEDS//

TEAM MEMBER ENGAGEMENT//

Content Areas :

- Teamwork
- Conflict Resolution
- Interpersonal Skills
- Communication
- Diversity
- Dealing With Stress

LEADERSHIP DEVELOPMENT//

Content Areas :

- Personal Leadership
- Team Leadership
- Organizational Leadership
- Talent Management
- Performance Management
- Coaching

SALES EFFECTIVENESS//

Content Areas :

- Client Developments
- Outside Sales Skills
- Inside Sales Skills
- Executive Selling Skills
- Successful Negotiation
- Professional Sales
- Management

CUSTOMER SERVICE //

Content Areas :

- Building Customer Loyalty
- Telephone Service
- Internal Customer Service
- Building Customer
- Partnerships
- Service-Based Selling
- Leading an Effective Service Organization

PRESENTATION EFFECTIVENESS//

Content Areas :

- Effective Presentation
- Delivering With Impact
- Handling Pressure Situations
- Team Presentations
- Facilitation Skills
- Executive Presentations

PROCESS IMPROVEMENT//

Content Areas :

- Problem Analysis
- Decision Making
- Adapting To Change
- Project Management
- Change Management



The Payoff

Dale Carnegie Training® provides the right training solutions to a wide range of local, regional, national and global organizations. Corporations – and people – just like yours. In essence, we have become partners in change by helping companies to optimize performance through solid, time-tested, behavior-based training techniques. Techniques that open minds, enhance attitudes and markedly improve performance. Changes come from within each participant, emerging as newly-formed habits that translate into long-term corporate benefits.

Dale Carnegie Training® menyediakan solusi pelatihan yang tepat bagi berbagai macam organisasi berskala lokal, regional, nasional dan global. Perusahaan, dan orang-orang, seperti perusahaan dan karyawan Anda. Pada intinya, kami menjadi mitra dalam perubahan dengan cara menolong perusahaan-perusahaan mengoptimalkan kinerjanya melalui teknik pelatihan yang solid, teruji dan terfokus pada perubahan perilaku. Kami menerapkan teknik pelatihan yang dapat membuka pikiran, meningkatkan sikap dan memperbaiki prestasi secara nyata. Perubahan datang dari dalam diri setiap peserta, tumbuh sebagai kebiasaan yang baru yang akhirnya menjadi manfaat jangka panjang bagi perusahaan.

Dale Carnegie Training® is recognized around the world as the leader in bringing out the best in people and, in turn, the corporations of which they are an integral part. This stellar reputation is based on multiple factors, but one stands out above all others – results. Indeed, the most convincing evidences of Dale Carnegie Training®, effectiveness comes from the testimonials of tens of thousand of men and women worldwide who complete courses each year – then recommend Dale Carnegie Training® to others.

Dale Carnegie Training® dikenal di seluruh dunia sebagai pemimpin dalam menghasilkan yang terbaik dalam diri orang dan pada gilirannya, perusahaan dimana mereka bekerja. Reputasi ini didasarkan pada berbagai faktor, tetapi salah satu yang paling menonjol adalah hasil. Sesungguhnya, bukti yang paling meyakinkan dari efektivitas Dale Carnegie Training® datang dari kesaksian puluhan ribu pria dan wanita di seluruh dunia yang mengikuti pelatihan ini setiap tahunnya dan merekomendasikan Dale Carnegie Training® kepada orang lain.



Customized Corporate Solutions

Samples of Possible Customized Solutions:

- Strictly Business: The Dale Carnegie Immersion Seminar
- The People Side of Process Improvement
- How to Replace Workplace Negativity with Enthusiasm
- How to Win Friends and Influence People
- How to Conquer Workplace Stress
- How to Hire the Right People
- How to Sell Like a Pro
- Making Sales: How to Jump Start Your Selling Career
- How to Cold Call and Build New Customers
- How to Make and Sustain a Great First Impression
- Successfully Managing People in Projects
- Managing Without Authority
- How to Use Customer Service to Turn Transactions into Relationships
- How to Win Cooperation and Influence People
- Leadership Advantage
- How to Handle Multiple Demands on Your Time
- How to Run Meetings that Actually Accomplish Something
- Communication Skills for Managers
- How to Coach Employees to Peak Performance
- Developing a Confident, Assertive Attitude
- How to Build Relationships and Sales through Networking
- How to Deliver Sales Presentations that Win the Business
- How to Get More Face-to Face Appointments
- How to Negotiate a Successful, Profitable Close
- How to Turn Buying Objections into Selling Opportunities
- How to Transition from Managing to Leading
- Managing Across Generations
- Action-Oriented Leadership: Making Good Things Happen Quickly
- Bringing Out the Leader in You
- Developing the Confidence to Lead
- How to Coach Employees to Maximum Achievement
- How to Instill a Sense of Urgency in Your Organization
- How to Turn Difficult Employees into Productive Contributors
- How to Hold Yourself and Others Accountable for Results
- Achievement Motivation Training
- Managing People
- Creative Problems Solving
- The Leadership Advantage
- Achieving Success through Human Relations Skills
- Employee Engagement: How to Get It, How to Keep It!
- How to Communicate with Diplomacy and Tact
- Maximizing Productive Time through Focus
- Resolving Conflict in the Workplace
- Train the Trainer
- Thinking On Your Feet: How to Perform Well Under Pressure
- Get Focused - Get Results - Get a Life

Please contact your local performance consultant for further information.



FUNDAMENTAL LEADERSHIP PROGRAM



Effective Communications and Human Relations

"Management is about human being" - Peter F. Drucker

This program has transformed the lives of over 7 million graduates. And now we want to help you join the ranks of the world's most successful people.

Through a proprietary process that uses team dynamics and intra-group activities, the course will help you master the capabilities demanded in today's tough business environment. 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.

In short, the course will power you to move far beyond your comfort zone as you stretch for and attain ambitious new goals.

Dale Carnegie Training® research has identified the key attributes that distinguish top performers. These attributes have been incorporated into a process that coaches you through a four-phase continuous improvement cycle. The training emphasizes the principles of success and shows you how to put them into action every day.

At the end of the program you will have a solid foundation on which lifelong professional growth and performance improvement.

PROGRAM OBJECTIVES

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

WHO WILL BENEFIT

Everyone at all levels in corporation, who seek to maximize their performance, become strong leaders and add more value to organization.

Program pelatihan ini telah mengubah kehidupan lebih dari 7 juta alumninya di seluruh dunia. Dan sekarang kami ingin membantu Anda untuk masuk dalam barisan orang-orang yang paling berhasil itu.

Melalui sebuah proses yang telah dipatenkan, yang menggunakan dinamika tim dan berbagai aktivitas kelompok, program pelatihan ini akan membantu Anda menguasai keterampilan yang di tuntut dalam lingkungan bisnis masa kini yang makin kompetitif. Anda akan belajar cara-cara memperkuat hubungan interpersonal, mengelola stres dan menangani kondisi kerja yang berubah dengan cepat. Anda pun akan dilengkapi dengan lebih baik agar menjadi pembicara yang lebih persuasif, pemecah masalah yang kreatif dan pemimpin yang fokus. Dan Anda akan mengembangkan keberanian untuk mengambil inisiatif dengan penuh keyakinan dan antusiasme.

Singkatnya, program pelatihan ini akan membuat Anda keluar dari daerah nyaman Anda sambil berusaha dan meraih sasaran-sasaran Anda.

Penelitian Dale Carnegie Training® telah mengidentifikasi beberapa atribut kunci yang membuat seorang pelaku bisnis berhasil. Atribut-atribut ini telah menjadi bagian dari suatu proses untuk mengembangkan Anda melalui empat fase siklus kemajuan yang berkesinambungan. Pelatihan ini menekankan prinsip-prinsip keberhasilan dan menunjukkan bagaimana menerapkannya dalam tindakan Anda setiap harinya. Pada akhir program pelatihan ini Anda akan memiliki dasar yang kuat bagi pertumbuhan profesional dan peningkatan prestasi Anda seumur hidup.

Yang Disarankan Mengikuti Pelatihan Ini

Semua orang di semua level di perusahaan yang ingin memaksimalkan performa mereka, menjadi pemimpin yang lebih baik dan memberikan nilai tambah bagi organisasi.

Learn How To:

- Stretch your abilities
- Tackle complex challenges
- Generate more and better ideas
- Excel as consensus builder
- Use the five drivers of success
- Repeat patterns of success
- Identify personal breakthrough and create plan to achieve them
- Communicate clearly and concisely
- Move beyond your comfort zone
- Apply a proven memorization process when remembering names
- Reduce self-consciousness and fear
- Apply human relations principles
- Inspire others to take action

What You Will Cover

Module 1	Build a foundation for success Recall and use names
Module 2	Build on our memory skills and enhance relationships Increase our self-confidence
Module 3	Put enthusiasm to work Recognize our achievements
Module 4	Energize our communication Motivate others and enhance relationship
Module 5	Put stress in perspective Unleash our full potential
Module 6	Make ideas clear Think on our feet
Module 7	Gain the willing cooperation with others Commit to influence others
Module 8	Build others through recognition Realize the power of enthusiasm
Module 9	Demonstrate leadership Develop more flexibility
Module 10	Disagree agreeably Manage our stress
Module 11	Be a Human Relations Champion Inspire others
Module 12	Celebrate achievements Renew our goals

Anda Akan Belajar:

- Meningkatkan kemampuan Anda
- Menangani tantangan yang kompleks
- Memunculkan lebih banyak ide yang lebih baik
- Terampil mencapai kesepakatan
- Menggunakan lima kunci keberhasilan
- Menerapkan kembali pola-pola keberhasilan
- Menentukan terobosan-terobosan pribadi dan membuat rencana untuk mencapainya
- Berkomunikasi dengan jelas dan ringkas
- Keluar dari zona nyaman Anda (*comfort zone*)
- Menerapkan proses mengingat nama yang telah terbukti
- Mengurangi kekuatiran dan rasa takut
- Menerapkan prinsip-prinsip hubungan antar manusia
- Menginspirasi orang lain untuk melakukan sesuatu



LEADERSHIP TRAINING for MANAGERS

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 day 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.

PROGRAM OBJECTIVES

- Discover how our experiences, beliefs and values shape our leadership style and the impact of that style on the organization's environment and culture.
- Value human potential and build relationship of mutual trust and respect
- Develop and maintain processes and procedures that drive innovation, plan, define performance goals, utilize time effectively, delegate, analyze problems, and make decisions
- Learn to lead by demonstrating effective questioning and listening skills: one on one, small groups, and solving problem meetings
- Balance the desired outcomes of visions and plans with an accurate assessment of actual performance and hold others accountable to predetermined results

WHO WILL BENEFIT

High potential people at all levels of the organization gain value from Leadership Training for Managers. This includes office supervisors, plant managers, field directors, vice presidents, and senior executives. Employees who lead teams, direct projects or head ad hoc or standing committees also benefit from the training. Most importantly, people from businesses of every types and size take away solutions that help them meet their diverse management challenges.

Anda sekarang memegang jabatan penting di suatu perusahaan. Sadarkah Anda bahwa semua aturan telah berubah? Perintah dan pengawasan telah digantikan oleh kontradiksi dan kekacauan. Para karyawan tidak lagi diperintah apa yang harus mereka lakukan. Sebagai gantinya, Anda justru harus mempengaruhi pilihan-pilihan mereka atas apa yang ingin mereka lakukan dan kemudian anda membantu mereka untuk meraih sasaran-sasaran mereka. Anda tidak mengarahkan namun Anda memenangkan mereka untuk mengikuti sudut pandang Anda. Anda tidak mendikte mereka namun menginspirasi mereka.

Dunia bisnis telah berubah! Tugas manajemen adalah mendorong (*push*) orang untuk berhasil. Kepemimpinan adalah menarik (*pull*) orang untuk mencapai sukses. Anda memerlukan satu paket keterampilan baru untuk berprestasi dalam dunia bisnis yang seperti ini.

Program ini membantu Anda mengetahui cara untuk berhenti mengelola dan mulai memimpin sehingga Anda menjadi bagian yang penting di masa depan organisasi.

Sudah tidak jamannya lagi untuk berasumsi bahwa seorang manager yang baik adalah juga seorang pemimpin yang baik. Perbedaan antara keduanya telah semakin signifikan. Dalam program ini Anda akan mempelajari perbedaan-perbedaan antara mengelola (*managing*) dan memimpin (*leading*). Anda menuju gaya kepemimpinan yang berinteraksi langsung dan yang lebih apa adanya sementara meninggalkan gaya kepemimpinan yang bersifat mengelola. Berhentilah mendorong, mulailah menarik.

Ambillah langkah yang terpenting bagi kesuksesan karir Anda. Beranjaklah ke paradigma bisnis yang baru. Daftarkan diri Anda untuk mengikuti program **Leadership Training for Managers** sekarang. Mulailah mengubah diri Anda dari manajer masa lalu menjadi pemimpin untuk masa depan.

Learn How To:

- Create a vision – a common ground
- Develop strategies that make things happen
- Take intelligent risks
- Influence people to follow you
- Foster collaboration
- Build trust and integrity
- Gain cooperation at every level
- Coach and motivate for success
- Win people to your way of doing things
- Lead a winning team, department or organization
- Develop self-esteem, self-confidence and self direction
- Build relationship across the organization
- Create goals and action plans
- Manage change
- Empower others to deliver results
- Speak with clarity, confidence and passion
- Facilitate team processes
- Improve team decisions
- Build morale and earn loyalty

What You Will Cover

Module 1	Understand the distinction between personal leadership and organizational leadership
Module	Creating an innovation process and understanding the planning process
Module	Understanding the performance process and accountability
Module 4	Creating a coaching and appraisal process
Module 5	Improving problem analysis and decision-making
Module 6	Recognizing human potential
Module 7	Employing a delegation process
	Handling mistakes
	Building quality to communication to lead and facilitate more effective meetings
	Striving for continuous improvement

YANG DISARANKAN IKUT DALAM PELATIHAN INI

Orang-orang berpotensi tinggi di semua tingkatan **managerial** pasti mendapatkan nilai tambah dari Leadership Training for Managers. Termasuk di dalamnya **office supervisors/managers, plant managers, field directors, vice presidents, dan senior executives**. Terlebih penting lagi, orang-orang dari berbagai ukuran dan jenis organisasi yang membutuhkan solusi untuk membantu mereka menghadapi berbagai macam tantangan di posisi manajemen.

Anda Akan Belajar:

- Merumuskan visi untuk menghasilkan kesepakatan
- Mengembangkan strategi yang realistis
- Mengambil resiko secara cerdas
- Mempengaruhi orang lain untuk mengikuti Anda
- Mengembangkan kerjasama
- Membangun hubungan saling percaya dan integritas
- Mendapatkan kerjasama di setiap level
- Melatih dan memotivasi orang lain untuk sukses
- Meyakinkan orang lain untuk mengikuti cara anda
- Memimpin tim kerja, departemen atau organisasi yang berprestasi
- Membangun harga diri, kepercayaan diri dan pengambilan keputusan
- Membangun hubungan dengan semua bagian dalam organisasi
- Menciptakan sasaran-sasaran dan rencana kerja
- Mengelola perubahan
- Memberdayakan orang lain untuk mencapai hasil
- Berbicara dengan jelas, percaya diri dan penuh semangat
- Memfasilitasi proses tim kerja
- Meningkatkan efektivitas tim dalam mengambil keputusan-keputusan
- Membangun semangat kerja dan mendapatkan loyalitas orang lain





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.

In other words, the skills that got you to supervisor can't make you successful as a supervisor. To achieve success, you need a firm grasp of supervisory leadership skills – the skills you'll learn at Leadership Training for Supervisors.

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.

Spend three days with us and learn how to gain employee commitment, lead confidently and motivate employees to peak performance.

Jumps start your new career as a supervisor. Register for Leadership Training for Supervisors.

PROGRAM COVERAGE

- Self-Direction
- People Skills
- Process Skills
- Communication Skills
- Accountability

WHO WILL BENEFIT

Supervisors, Section Heads, Assistant Managers who want to make a smooth, successful transition into their roles



Selamat! Anda telah dipromosikan menjadi supervisor. Sekarang bukan lagi tentang apa yang Anda ketahui tapi kemampuan Anda mengajarkan orang lain apa yang Anda ketahui, itu yang diperhitungkan. Bukan lagi usaha Anda untuk menyelesaikan sesuatu tapi kemampuan Anda untuk memotivasi orang lain agar dapat menyelesaikannya. Anda bukan lagi anggota tim...tetapi pemimpin tim.

Dengan kata lain, keterampilan yang membuat Anda menjadi supervisor, belum tentu membuat Anda berhasil sebagai seorang supervisor. Untuk meraih kesuksesan, Anda memerlukan pegangan kokoh dalam hal keterampilan kepemimpinan supervisor – keterampilan yang akan Anda pelajari dalam program **Leadership Training for Supervisors**.

Program intensif ini membekali Anda dengan perangkat yang diperlukan untuk mencapai hasil maksimum sebagai hasil kerja sama dengan orang lain. Tentunya, Anda juga akan menemukan hal-hal mendasar seperti perencanaan, pengorganisasian dan kontrol.

Learn How To:

- Transition successfully from worker to supervisor
- Get workers to buy into the organization's goal
- Turn around poor performers
- Give people a sense of ownership in their jobs
- Establish your credibility right from the start
- Reduce absenteeism in your area
- Delegate efficiently
- Work smarter, not harder
- Run meeting that actually accomplish something
- Plan your work and work your plan

Anda Akan Belajar:

- Melewati transisi dengan baik, dari karyawan menjadi supervisor
- Membuat karyawan berpartisipasi dalam mencapai tujuan organisasi
- Merubah karyawan yang kurang berprestasi menjadi sebaliknya
- Membuat orang lain mempunyai rasa memiliki terhadap pekerjaannya
- Membangun kredibilitas mulai dari awal
- Mengurangi tingkat kekosongan di area Anda
- Mendelegasikan sesuatu dengan efisien
- Bekerja lebih pandai, bukan bekerja lebih keras
- Menjalankan rapat yang pada akhirnya menghasilkan sesuatu
- Rencanakan pekerjaan Anda dan kerjakan rencana Anda

What You Will Cover

Module 1A	Creating a vision for leadership growth
Module 1B	Situational leadership
Module 2A	Communication dynamics
Module 2B	Live & work with others more effectively
Module 3A	Delegation for higher productivity
Module 3B	Basics of teamwork
Module 4A	Building effective work teams through planning
Module 4B	Facilitate effective team meetings
Module 5A	Becoming a more assertive person
Module 5B	Managing time for better productivity
Module 6A	Expressing approval to motivate others
Module 6B	Establishing a vision for the future

Namun fokus yang sesungguhnya adalah bagaimana membangun kepribadian yang efektif.

Investasikan waktu Anda selama tiga hari bersama kami, dan dapatkan kiat-kiat praktis untuk memperoleh komitmen dari bawahan Anda, memimpin dengan percaya diri, dan memotivasi bawahan untuk mencapai kinerja puncak mereka.

YANG DISARANKAN IKUT DALAM PELATIHAN INI

Para Supervisor, Kepala Bagian, Asisten Manajer yang ingin membuat perubahan yang mulus dan berhasil dalam peran mereka