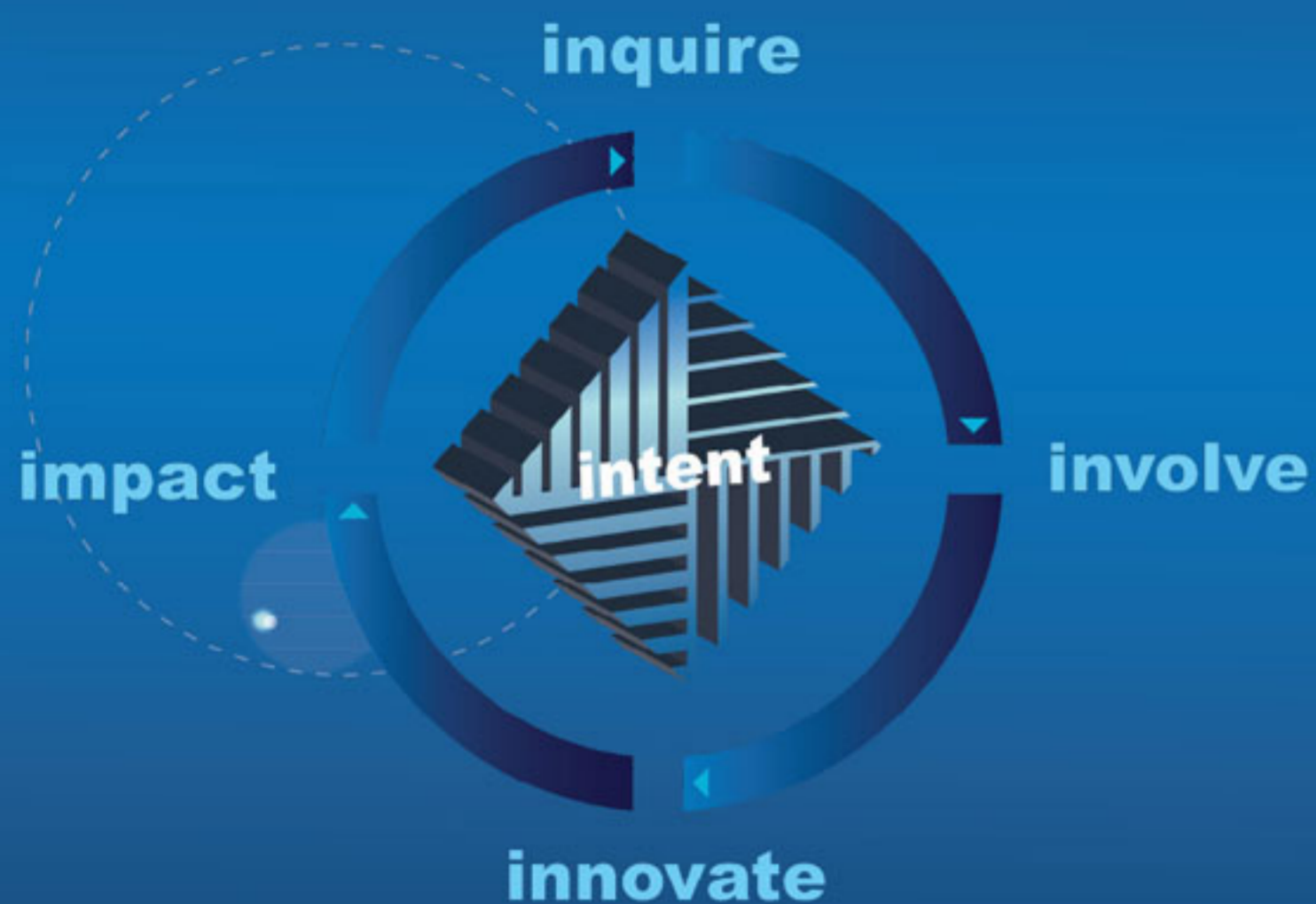


# iMAP:

## CUSTOMER ENGAGEMENT PROCESS



The Road That Gets You Where You Want To Go

### INTENT

Your organization's strategic vision – the "should be" as opposed to the "as is".

### INQUIRE

A strategic conversation with you to understand where the operation is today, where you want to take it and what needs to change to get there.

### INVOLVE

Through assessments, surveys and a unique BID process, determine the alignment around the vision, competency gaps that need to be closed, and attitudes that undermine change.

### INNOVATE

Design interventions that support your strategic intent, provide measurable results, map directly to the competencies needed to power the strategic intent, blend competency development with attitudinal change and align emotional intelligence with corporate initiatives.

### IMPACT

Ingrain long-term behavior change and gain emotional and intellectual engagement with corporate objectives.

# Your 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



# Customized CORPORATE SOLUTIONS

## 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 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® 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® 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 perusahaan.

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.

### *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
- Get Over It: Overcoming Your Fear of Public Speaking
- 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

Please contact your local performance consultant for further information.



# Fundamental LEADERSHIP PROGRAM

## Effective Communication and Human Relations

This program has transformed the lives of over 8 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 8 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 dituntut 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.

“Management is about human being

- Peter F. Drucker -”



### Modules at a Glance:

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

### What You Will Cover:

- 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

### Anda Akan Belajar Cara Untuk:

- 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 (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