



Welcome to the

Sheffield City Region

Breakfast Club

Tuesday 15th September 2015



DALE CARNEGIE®
TRAINING



Transforming People

**Getting the
best out of
people**

Dale Carnegie's Credibility



Developing engaged employees for over 100 years

Our trainer quality standards are ISO 9001 Certified

Working with local, national, international companies.

Operating in 80 countries – 80 cultures

Public sector, private sector clients

Partnering with research companies on Engagement

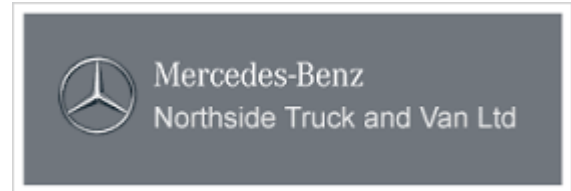
98% customer satisfaction scores



We are proud of our clients and their success



MORRISONS



PMS
Diecasting
Fluid Thinking





What challenges do we face in our organisations in 2015 and beyond?

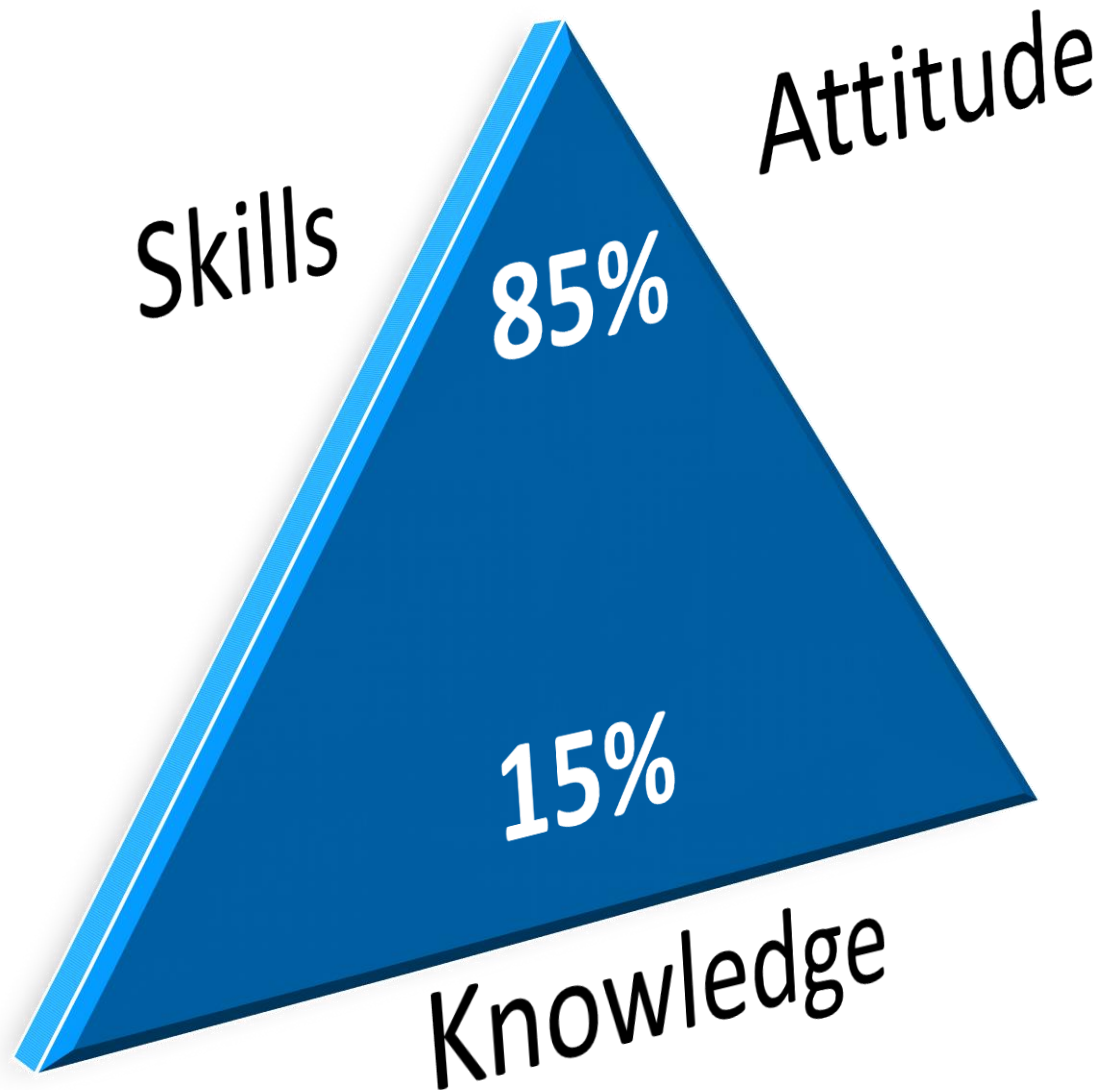




**What does it take to be
successful in your
organisation?**



Qualities for Success



Take responsibility for our attitude

Remember 20 random items, forwards and backwards, in the exact order, with the exact colour, without writing them down

Inside 4 minutes

What are you thinking?

Take responsibility for our attitude

You're kidding me

It's Impossible

Are you mad?

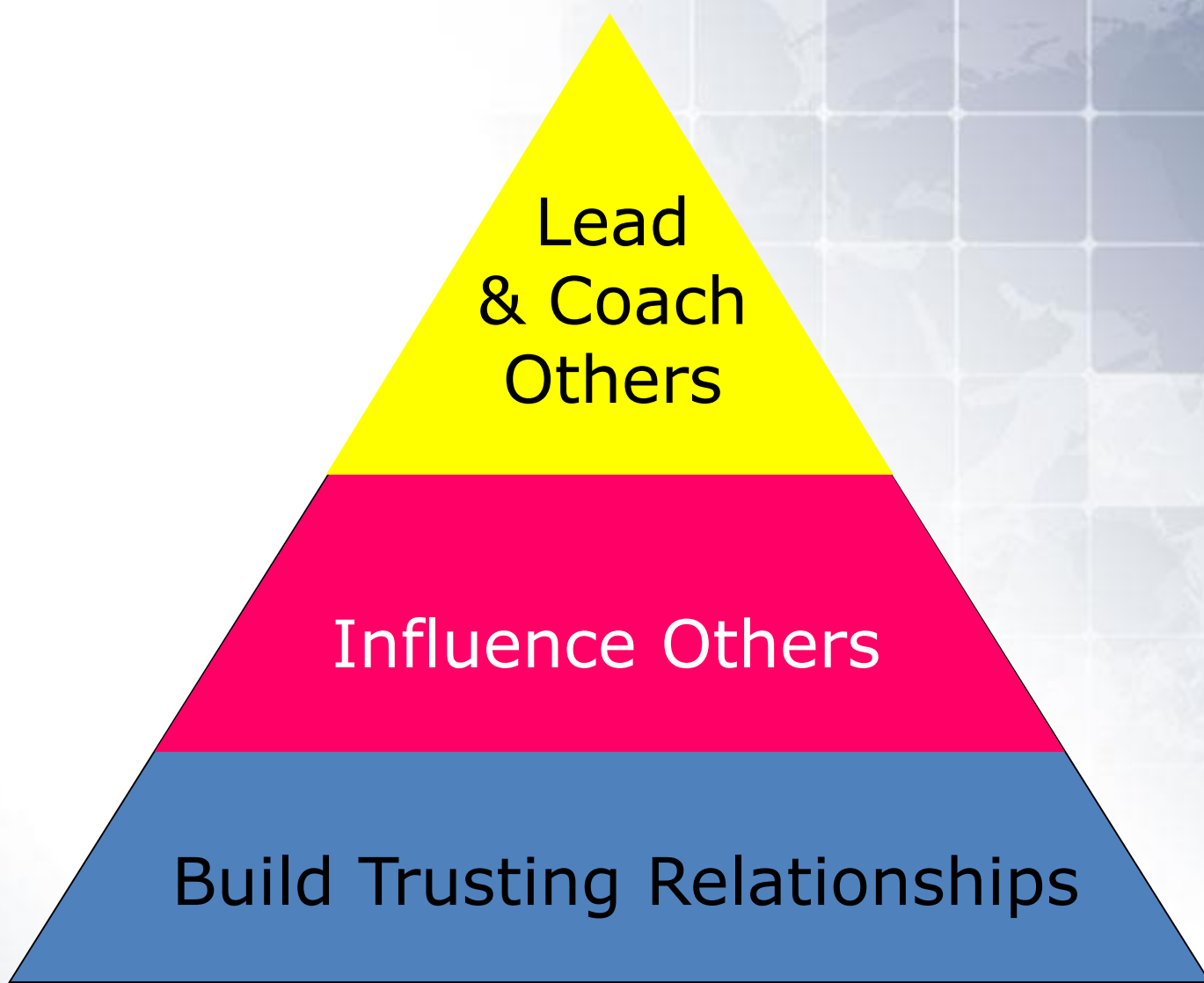
I can't do that

No way

Not a chance

Are you serious?





People Pyramid

Qualities for Success

don't criticise, condemn or complain

give honest, sincere appreciation

create in the other person an eager want

become genuinely interested in them

smile and be approachable

remember and use their names

be a good listener

talk in terms of their interests

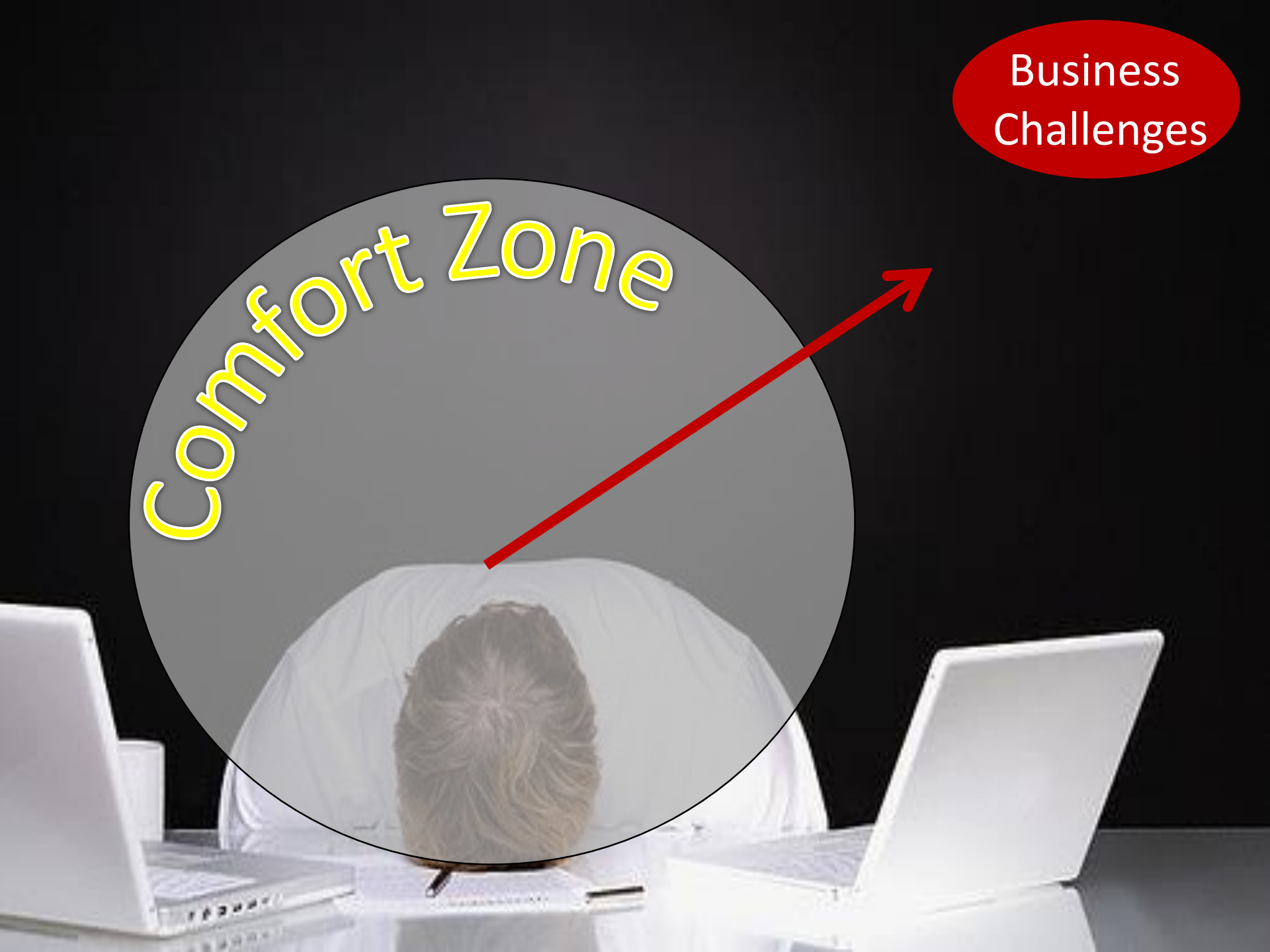
make people feel valued and important

Comfort Zone



Business
Challenges

Comfort Zone





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