



DALE CARNEGIE®  
TRAINING



## CUSTOMER SUCCESS STORY

### CUSTOMER

Connolly

### CORPORATE PROFILE

#### Headquarters

Atlanta, GA

#### Type of Business

Recovery Auditing

#### Number of Employees

500

#### Details

Founded in 1979, Connolly has become a business leader in recovery auditing.

*"It's amazing to me that DCT was able to come in, recognize the audience, and provide the training that is perceived in our company as very top-notch. The feedback we get is very positive."*

**-Thomas Mohs, Director of Operations, Connolly**

## CONNOLLY

**"Has the training had an impact on our company? It certainly has, and our 20% growth in revenue and profitability shows it. Our chairman wanted to take us to a new level, and Dale Carnegie Training has helped us achieve that success."**

**-Thomas Mohs, Director of Operations, Connolly**

Connolly is a business leader in the highly specialized field of accounts payable recovery auditing. The company boasts annual revenues that exceed \$100 million. As market conditions began to change, Larry Connolly, Company Chariman saw an opportunity for his business to grow and become a major player in the industry.

To facilitate this growth Connolly would need individuals with more than talented auditing abilities. Larry Connolly understood that Connolly would need to raise the level of competence among its management team by focusing on four key areas: writing, presentation, leadership and negotiating skills.

Dale Carnegie Training (DCT) specialists were brought in to work closely with Larry Connolly and Tom Mohs to customize a Presentation Skills course that would address their challenges. "We do a lot of roundtable discussions. Our people don't stand up in front of 100 people and give a presentation or speech. So, as part of the training, DCT had people sit around the table and simulate what one of those meetings would be like. They did a very good job of tailoring the training to address the specific areas in which our employees were lacking"



Mohs is effusive in his praise of DCT and its trainers, and without reservation recommends DCT to organizations that want to prepare themselves for success and experience rapid growth. "If you're looking for training in the areas of presentation skills and leadership training, their public programs are excellent. DCT will work with your company to identify your specific needs and customize these classes just for you. They have great people. They know what they're doing. They ask the right questions. And then they deliver a class that makes people feel better about what they're doing. You're going to see a lot of benefits from the training and I highly recommend that you look at them as a resource. We've enjoyed tremendous success these last three or four years, and DCT has been an integral part of that."

### CHALLENGE

"The problem is while these people were highly skilled in their respective areas of expertise; they weren't prepared to handle tasks that fell outside of their individual scopes". Thomas Mohs, Director of Operations

### SOLUTION

Dale Carnegie Training worked with Connolly to customize a Presentation skills course that would address their specific problem areas. In addition to this training DCT has a leadership development program in place for Connolly.

### RESULTS

To date, more than 70 Connolly employees have taken Dale Carnegie Training courses. "A one time thing for us", says Thomas Mohs, Director of Operations "has become a core piece of our training for all of our managers."