



DALE CARNEGIE®
TRAINING

Final Results Package

For

Teen Program

Graduated June 2011

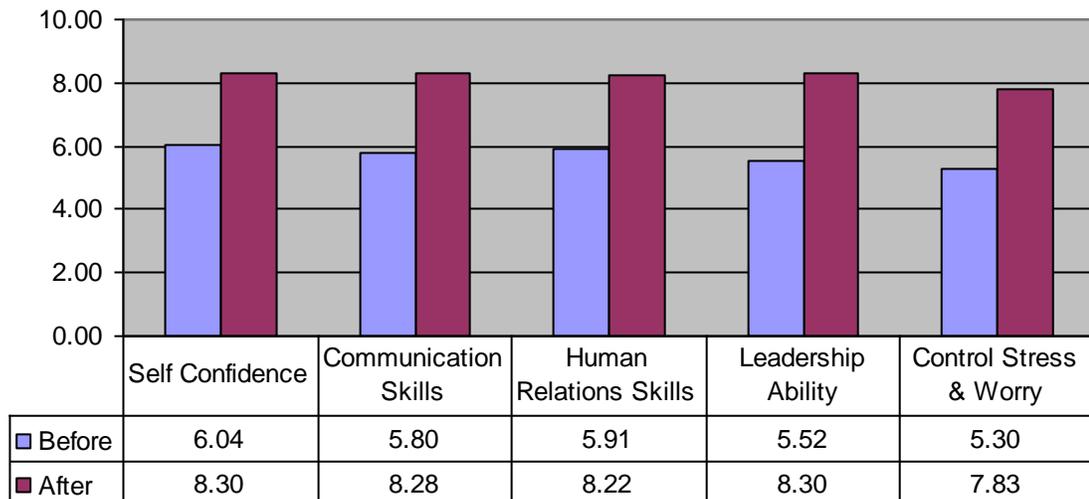
Final Assessment

Not Anonymous – Conducted June 2011

Participants rated themselves in the following categories

(On a scale of 1-10, with 10 being the highest):

	Before	After	% of Increase
Self Confidence	6.04	8.30	37.41%
Communication Skills	5.80	8.28	42.70%
Human Relations Skills	5.91	8.22	38.97%
Leadership Ability	5.52	8.30	50.39%
Control Stress & Worry	5.30	7.83	47.54%



What do you consider to be the major benefit of having participated in this program?

- I've learned to communicate better and say what I'm thinking and always not be afraid to get out of your comfort zone.
- The most beneficial of this program was being able to speak multiple times in front of an audience. Each time I practiced I felt it more possible to do public speaking with happiness and guts.
- I am more of a confident speaker and definitely better at making eye contact.
- Definitely learning that life is not so scary and that nothing (even crazy, ridiculous skits) is that embarrassing. Take risks and put myself out there, it's definitely worth it and not that bad.
- I interacted with a lot of different people. I learned to be more confident of my abilities. I learned to come out of my comfort zone.
- I feel my confidence has been boosted for public speaking.
- Stretching my comfort zone. Getting more self-confidence.
- The major benefit was going against my comfort zone and gaining more confidence.
- Social skills and being able to speak in front of a group of people.
- The major benefit from this class would be a confidence booster.
- Public speaking. Ability to talk in front of people.
- To learn more about what other people expect and how the proper way to treat them to benefit them as well as yourself.
- The appreciation I now have for others and the realization as to how it will benefit me.
- I have gained a lot of confidence.
- My confidence has soared.
- I am going to become a much better leader.
- A lot of aspects. Confidence.
- The ability to communicate better.
- Confidence booster. Go outside my comfort zone.
- Higher self-confidence. Better public speaking.
- Better public speaking.
- Learning how to talk to others and how to listen.
- It has given me tools to make myself a better person and accomplish my goals.

How will this program help you achieve your future goals?

- This program helped me be more confident and also a better leader for the future.
- After taking the program I will keep my vision and work even harder at the success of my future career.
- I know I have the ability to give speeches and get up confidently in front of a large group of people.
- Networking, having people take me seriously as a professional.
- By improving my leadership abilities, I will be able to motivate others and lead them to a common goal.
- It will help because I can now get my point across persuasively.
- I am more confident and will use that in the future.
- It will help me because I have learned new skills and gained new friends and confidence.
- Be more successful.
- I will become a leader in college next year.
- Communication skills.
- I will have more self-confidence and not fear failure.
- It has given me more confidence and better social and speaking skills.
- This program has improved every asset in my personality and will really help with all of my goals.
- I feel prepared to achieve my goals.
- Be more in control of my future.
- Help me lead people and develop relationships.
- Will make me more serious and compete in the work place.
- Better public speaking and communicating.
- Help me succeed as a leader and role model.
- Gave me tools for future success.
- Gave me the tools to success.
- I will be better able to be successful and speak in front of others.
- It has given me more confidence to chase my goals and dreams.

What did you like about the training?

- The length/depth
- Everyone was very positive.
- It was different but effective.
- The personality and enthusiasm of the instructors.
- Learned about myself.
- Relaxed atmosphere, fact that we were treated like adults, books given to us.
- The ability to learn how to cope with stress and appreciate others.
- The confidence boost.
- They were very enthusiastic and compassionate.
- Meeting new people.
- Enthusiasm
- The opportunities it provided me with to speak to a lot of different people.
- It was hands on and no judgment.
- I got to work with many nice people.
- Every aspect of it.
- Caryn did a great job of teaching the material.
- Very supportive and good learning environment.
- Everything
- I loved how Ro-Zanne and the graduates presented themselves.
- The small group activities.
- Very educational activities from highly trained fun people.
- Fast paced.

What would you change about the training?

- The food, room temp and afternoon activities.
- Extend the amount of days, so that more could be taught.
- Shorten the days and extend training over more days.
- Nothing. Actually 1 more break time.
- Make it once a week for three weeks?
- The duration of time.
- Add more days, less hours each day.
- Nothing
- More days and not as long hours during the day.
- Longer time spent doing fun activities.
- Too long!
- Nothing
- The length was too long.
- Nothing
- Nothing, it was great.
- Nothing
- Shorten time.
- Longer breaks
- Take more breaks
- Full week
- Nothing!
- Longer breaks

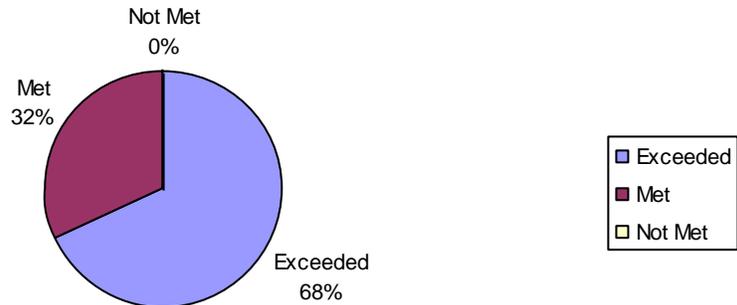
Additional Comments:

- This program was fun because I met so many new people.
- I really was here for my own benefit, and that was, to feel good about being the center of attention.
- I felt everyone here was very genuine and wanted everyone to succeed.
- Great course!!! Fantastic staff, good activities (especially the last one, the skits).
Suggestion: pajama day (would make everyone more comfortable and give a fun relaxed setting, easier to present in front of others.) Tuesday would be good for this.
- Overall very fun and a different experience.
- Was fun and I really benefited from this.
- This course was amazing. It really impacted my overall self-esteem and I would love to participate in more courses.
- The program was great. I learned so much.
- It's long, but worth it if you take advantage of it.
- Ro-Zanne is quite a wonderful lady.
- Thanks for letting me meet new people.
- I love Ro-Zanne.
- It was overall a great experience and I learned a lot.
- Dale Carnegie was a great opportunity to become a better person. Everyone should attend this course.

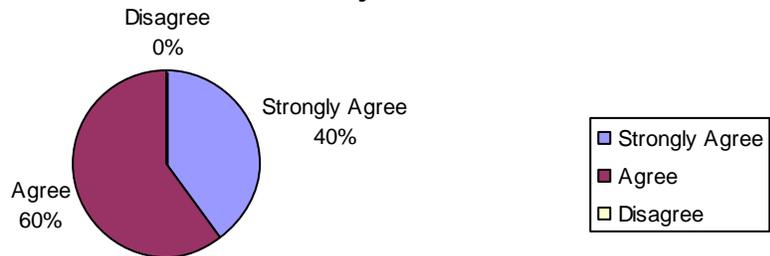
Level I Training Assessment

Anonymous Survey Conducted June 2011

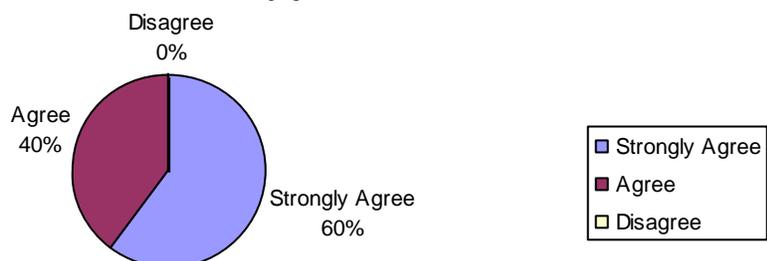
The Extent to Which This Training Met Expectations



This program increased my capability to perform my current or future job



I intend to apply what I learned in this training in my job



Parent & Guest Responses

Did you enjoy the experience?

- Yes!
- Yes
- Very much!
- Yes
- Yes, very much
- Yes, enlightening to find out what challenges you put forth.
- Yes. It was nice to hear from everyone.
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes!
- Yes
- Yes

What did you like best?

- Listening to the kids. Makes me emotional – even when they're not mine.
- The transformation.
- The speakers were outstanding! There was comfort on the speakers' parts.
- The speeches from the students. You could see them believing in their own ability.
- Hearing all the students speak.
- My son's ability to stand up and speak confidently.
- Vision statement
- Hearing the kids speak
- They had to think outside the box. They enjoyed the activities.
- I enjoy listening and watching the students present and relate their stories and experiences.
- Descriptions of students and their individual presentations.
- Enthusiasm of instructors, stressing positive message.
- The courage for them to get up and speak.
- Hearing confident kids.
- The charm of the young people.
- Evidence of value of the program in the speeches of the students.
- The graduates expressing their goals and what they got out of the experience.
- Enthusiasm of students/teachers.
- Truly enjoyed listening to our future young leaders. What a great program.
- Hearing from all the graduates. Seeing how supportive they are of each other.
- Knowing that Sara enjoyed the sessions.
- The enthusiasm of the participants.

What did you like least?

- Nothing in particular.
- Anticipating the stress my daughter might have been going through.
- Nothing
- Nothing
- Some kids we could not hear.
- Not talking loud enough.
- Drive
- Difficult to hear kids speak.
- The voting. By not winning then you may not feel “safe” as the students were describing they were. They are all winners!
- Nothing
- The chair I sat on.
- Nothing
- The price
- As my son was speaking I really couldn’t hear him. I wish he was reminded to speak louder.
- Seeing that Sara needs additional training (public speaking, confidence, etc.)

Suggestions to make this session even more interesting, valuable and enjoyable for the guests:

- I felt proud to hear what you had to say about my child. I would like to have it in written form.
- One little role-playing exercise involving everyone.
- Maybe give one work to describe person when they first joined the class and one work on day three.
- Explain challenges/skits more thoroughly so we can understand references.
- A microphone for those who spoke too softly.
- Nice job. I teach university and college courses, so well done.

What has been the most significant improvement that you have observed in your child?

- He spoke clearly and concisely. Very rare.
- Listening skills. Self-confidence.
- Comfort with the new people she met. I see a genuine confidence boost in my daughter. My daughter has only voiced positive things about her time here.
- Being more positive and opening up to others.
- Improved confidence and attitude.
- My son has developed a very positive attitude toward himself. This program inspired his ability.
- Presentation
- Happier, more confident.
- Confidence. I am sure they were resistant but they had a great time.
- Speaking more clearly, forcefully.
- Recognition of qualities beyond confidence that are necessary to succeed.
- Ability to talk to peers he didn't know.
- My son was more open about providing details about his day and better eye contact.
- More good humor and better public speech.
- More positive and open to new experiences. Will be willing to reach out of comfort zone and trust he will be ok!
- More confidence and open to stepping out of their comfort zone.
- Focus and interest in meeting others.
- Being more confident.
- More confidence and enthusiasm. Each day when I picked him up he had a big smile on his face.
- Confidence
- How did she grow up so much in just 3 days?

Challenges the Teens Face

Health issues	Focusing
School work – time	Organization
College prep	Stress
Life balance (schools, friends, work)	Initiating conversation
Finding colleges	Post high school plans
Getting up	Pressure – parents, self, friends,
Procrastination	teachers, coaches
Frustration	

Expectations of Participants

Focused and paying attention	Learn from mistakes and let go
Improvement	Open-minded
Effort	Trust
Participation	Timeliness
Speak more freely	Listening be serious
Respect others	Have fun

Expectations of Trainer

Knowledge	Safe environment
Compassion	Trust
Understanding	Listen
Patience	Fun!
Respectful	