



DALE CARNEGIE®
TRAINING

Final Results Package

For

*Dale Carnegie Course Skills for Success
Public Program
Stamford, CT*

Graduated March 20, 2013

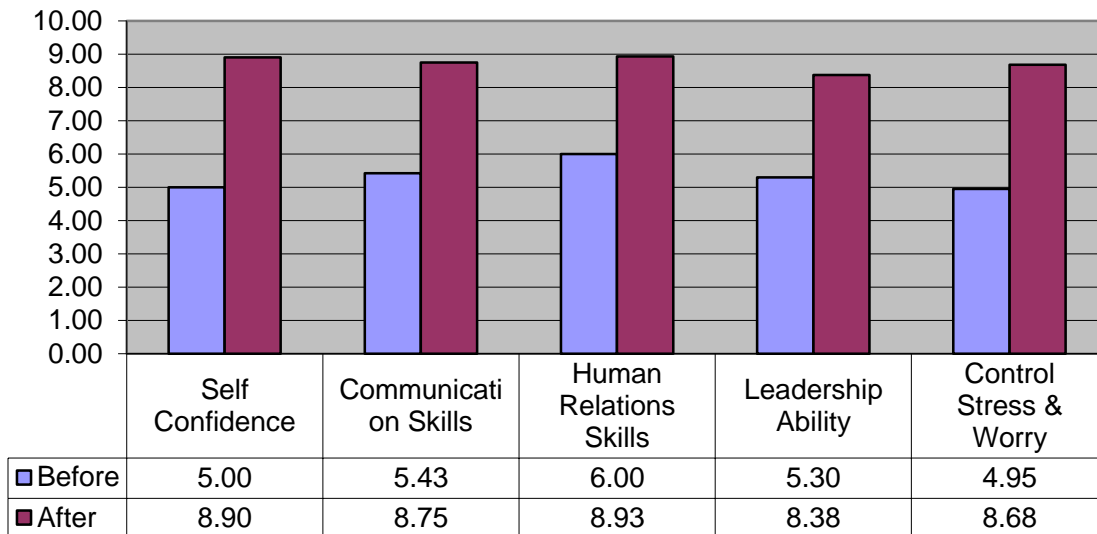
Final Assessment

Survey Conducted March 20, 2013

Participants rated themselves in the following categories

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

	Before	After	% of Increase
Self Confidence	5.00	8.90	78.00%
Communication Skills	5.43	8.75	61.29%
Human Relations Skills	6.00	8.93	48.75%
Leadership Ability	5.30	8.38	58.02%
Control Stress & Worry	4.95	8.68	75.25%



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

- Building leadership skills through applying the concepts taught have made me a better leader and increased confidence.
- Self-confidence, control stress and worry.
- Take time to listen and ask for feed back of my associates
- Improved self-confidence, greater empathy for coworkers
- Being able to control stress, communicate better with my sales people in a positive way.
- Growth as an individual and getting out of my shell
- I could mention several, but the most obvious benefit to me is the ability to manage stress with speaking to an audience.
- Self-awareness and personal growth

- Participating in a friendly environment that allows for mistakes and growth
- Self-confidence. I feel much more comfortable going out of my comfort zone
- This program helped me to effectively manage my stress and increase my self-confidence.
- Stress management and communication refinement.
- Learning how to deal with customers and mostly dealing with employees. Gaining employee trust.
- Personal relationships in the office
- Assertiveness and leadership skills
- Definitely managing stress levels and showing appreciation for employees.
- More self confidence
- Be able to fight stress at work and communicate better with my staff.
- I'm a better person. I'm the change I want to see in our organization. My staff relations have improved greatly.
- Information that you will have for life. Increased self-confidence.

What do you consider to be the major benefit to your employer as a result of your participation?

- Greater focus on problem solving and more effective soft skills.
- The company will get a return on their investment through my growth and leadership that I'll promote and train my employees as I go.
- To have a better manager to manage the employees
- Foster a better working environment which will result in improved productivity and less stress.
- Better leadership
- Better self-confidence and more energy
- I believe I will have improved people skills and be more prepared to strengthen relationships.
- Better leadership skills from employee interactions
- A more confident and less stressed employee. Money saver
- I will be better at managing my employees. I will elevate my people
- More confident in the decisions I make.
- More work for less time. Better handling of difficult customers and situations
- Weekly sales have gone up earning him more money and giving him the ability to step back.
- A more reliable employee
- Managing stress and being more productive. Better communication skills leads to increased confidence with clients.
- My manager definitely respects my opinions more and knows he's leaving the office in good hands.
- My leadership skills increasing. I am a better manager due to the Dale Carnegie Course.
- They have an even better marketing manager which will yield them more business.
- Greater take charge attitude, assertiveness, self-confidence.

Please explain the value your organization received as a result of your participation in this training program:

- I am a better employee
- Weekly sales increased
- Improved self-esteem, better communication, improved productivity
- Better energy
- My organization has gained an employee with improved people skills who is able to speak effectively to sell ideas.
- Improved relations with employees will make much happier employees and more money.
- Now I am a better manager
- So much – not enough space (to write here)
- Increased productivity – better morale
- My company now has an even better marketing person
- Less stress and more confidence
- Increased self-confidence, increased relationships with clients

What did you like about the training?

- Interaction with others.
- The practical workshop style
- Hands on experience, brought out of comfort zone
- Ro-Zanne's abilities
- How to look at things from other people's view
- Interaction
- Got you out of your comfort zone
- I liked that the presenter got everyone engaged and kept the training sessions interesting.
- Group interaction. Ro-Zanne is a great instructor
- The content and presentation was great
- Everything was outstanding
- Very valuable and can apply easily to both business and personal life
- The skills that I'll carry with me forever. Also my trainer.
- Having a safe environment to practice speaking publicly
- Content and ability to practice new skills
- So much powerful information that will stay with you for life – convo stack – magic formula – HR principles

What would you change about the training?

- Length per night
- More explanation and “big picture” intro for specific exercises.
- Book materials be more clear
- Nothing
- The assignments weren’t always clearly explained
- Allow people to finish what their thought is
- No suggestions
- Nothing
- I thought the students should be more prepared
- Absolutely nothing
- The time slot
- Nothing. I’m sad it’s over, I wish it were longer
- N/A

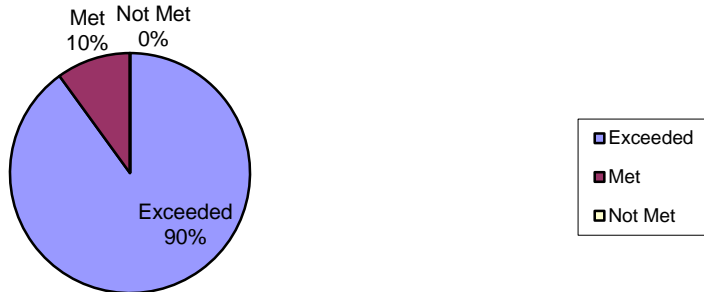
Additional Comments:

- Having attended dozens of “self-help” programs I can say this course far surpasses others in content, delivery and value.
- I learn a lot of things to how to motivate others to do the work better.
- Excellent class. Different than I expected but very valuable. Expected a typical “sales” class. Much more useful techniques for work and home.
- This class really helps you get out of your comfort zone and look at things in a different way.
- Excellent!
- Great job!!! Ro-Zanne you are incredible as a coach.
- I thought Ro-Zanne was great. I will continue to practice what I learned here.
- Thank you
- Thank you
- Great class! Great instructor!
- Thanks for leading this course Ro-Zanne throughout 8 weeks. You did an awesome job.
- I really admire our trainer Ro-Zanne who has brought out the best in me. Dale Carnegie has made me a better person.
- Thank you Ro-Zanne! The embodiment of Dale Carnegie principles.

Level I Training Assessment

Survey Conducted March 20, 2013

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



Is there a need for additional training in the following areas?*

**Number of employees that answered yes*

	<u>Yourself</u>	<u>Your Organization</u>
Leadership	8	2
Communications	4	4
Sales	4	3
Presentations	2	2
Team Building	5	4
Interpersonal Skills	2	2