



DALE CARNEGIE TRAINING®

Offered by:
B. Dickson & Associates, LLC
21 Maple Street
Naugatuck, CT 06770

Tel: 203.723.9888
Fax: 203.723.6671
www.westernct.dalecarnegie.com

North America
South America

November 1, 2011

Europe
Africa
Asia
Australasia

Bob Dickson
Dale Carnegie Western Connecticut
21 Maple Street
Naugatuck, CT 06770

Dear Bob,

I have just completed a five month internship at Dale Carnegie Western Connecticut and found it to be an invaluable experience. As industrial and organizational master's student I find the benefit of working at Dale Carnegie is twofold; I got to see how training works which is great for a career in training and development and watch Dale Carnegie help companies develop using much of the organizational development knowledge I developed through my education. These past few months I have sat in on many meetings with clients and trainings and got to participate in and watch all the steps of the training process from needs assessment to evaluation. Also I got to see both the business side of training while sitting in on strategic and budgeting meetings and the technique side of training while sitting in on trainers meeting and client trainings to "train the trainer."

Also while interning for Dale Carnegie I had the opportunity to work on some really interesting projects, for example my two favorite projects were when I got to help develop a new performance management system, and help a company re-develop their organizational structure to be able to support their growing business. I also gained a lot of experience working the back end of webinars; I got to be involved in the webinar projects every step of the way from the development stage all the way to the evaluations. I also had the opportunity to work on trainings for all levels of the organizational hierarchy from entry level employees to executives.

My experience working at Dale Carnegie has been a great. One of the things that set this internship apart from others is the people I've had the opportunity to work with. Throughout this experience all of my co-workers have been great, answering all of my questions and really taking the time to help develop me my skills. Thank you for this great opportunity I have really enjoyed this experience and know that this experience will be of great value to me as I enter the workforce.

Sincerely,

Jeanne Messerschmitt