



DALE CARNEGIE TRAINING®

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North America
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Dear Bob, Karen, Ro-Zanne and Rebecca,

My time as a Dale Carnegie Intern was a major turning point in my life. It was across the eight months with you that I saw the science and the art of Training and Development—and I was hooked.

The science was running the franchise—planning months in advance, building a pipeline of prospects with the client's development truly in mind, reviewing the current position report and understanding how it outlines the targets for the year, distinguishing the in-house programs from the public programs and coordinating with trainers that were local as well as across the country. This was very insightful because it attuned me to the business mind of Training. It also took me out of Connecticut and gave me a global view, which makes our work bigger than ourselves.

The art of Training and Development was the special way the business operated—the collaborative dynamic of the Monday Team Meeting, the facilitation of training sessions, the reflective approach to growth and the application of Dale Carnegie's principles professionally as well as personally. You gave me freedom to clarify what was expected of me and you held space for me to reflect on all the competency material I worked with as well as the training sessions I attended. The trust you had in me with the intern work energized me and has stayed with me since our work together. From that, I was motivated to contribute to the business and move the business forward. I know the company valued and appreciated my work because, as true Dale Carnegie practitioners, you gave honest, sincere appreciation. The energy has since been invested in visualizing my own path in life and making commitments to do what makes me happy. For that I am grateful.

My experience at Dale Carnegie of Western CT was transformative. I indulged in seizing every opportunity you offered me. From your generosity, I am now a Dale Carnegie Graduate and a Graduate of the High Impact Presentation Course. I learned the power of "AND" and it has made a positive impact in my academic and personal life. The duality of art and science was comprehensive and gave me quantitative and qualitative evidence that helped me decide I want to pursue corporate training as a career.

With my heart and delight,

Melanie Silva