



DALE CARNEGIE®
TRAINING

Final Results Package

For

Teen Program

Graduated June 2013



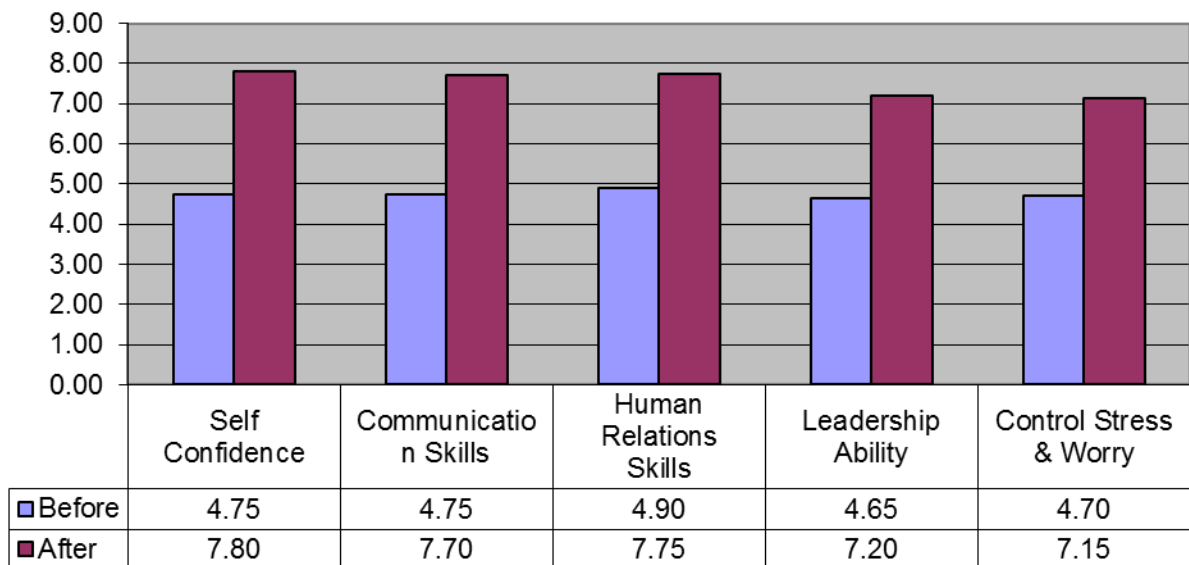
Final Assessment

Not Anonymous – Conducted June 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	4.75	7.80	64.21%
Communication Skills	4.75	7.70	62.11%
Human Relations Skills	4.90	7.75	58.16%
Leadership Ability	4.65	7.20	54.84%
Control Stress & Worry	4.70	7.15	52.13%



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

- My communication skills are better.
- I am now able to talk in front of groups easier than before.
- New/better people skills.
- I now have better communication skills. I think I will have easier conversations.
- Learning how to be positive and excited about everything.
- I am much more confident speaking and developing conversations with other people. Also, I am able to present information more effectively.
- I am now able to talk in front of people without shaking my voice or words.
- I think the major benefits were coming out of my shell enough to do all kinds of silly things in front of a group of strange people. This was a huge boost to my self-confidence.
- I now know how to be more positive and enthusiastic. It helped me come out of my shell a bit.
- I was able to step outside of my box without being judged.
- That I am more confident talking to people that I don't know and better communication skills.
- Increase in self-confidence and public speaking abilities.
- Being able to control my anxiety about speaking in front of people and channeling that into more positive energy.
- Learning to be confident and calm when speaking.
- I got to know people and I'm now able to control my nervousness.
- This program taught me how to be a lot less self-conscious when speaking in front of a crowd. Now I am a lot more comfortable in my own skin.
- The program has helped me to become more confident in myself. I also learned how to deal with tough arguments.
- I felt better with my people skills.
- It got me comfortable with speaking in front of a large group of people, gave me the tools to enhance my people skills.
- I get more self-confidence and get out of my comfort zone. I'm less nervous while speaking in public.
- The major benefit of having participated in this program is the fact that now I am not nervous and am more confident speaking in front of large groups of people. Also, I have learned how to manage and control my stress.

How will this program help you achieve your future goals?

- By giving me the skills to be communicative in what I want.
- I can go into a job interview with more confidence.
- Won't be shy. Talk more.
- I will not avoid job opportunities because I don't want to talk to people.
- It has helped me be more positive about the choices I make.
- Succeed in job and college interviews.
- I will now be able to carry the confidence I need to get through life.
- I will be able to put myself out there and achieve greater things.
- I know I have a higher potential for pursuing goals now.
- It will allow me to become more confident in my speaking.
- Building confidence.
- More confident in my success.
- Will give me a new perspective on achieving and gaining knowledge from future goals.
- Help with presentations and job interviews.
- My persuasion skills are better preventing me from getting into arguments.
- I no longer feel ridiculous doing something out of my comfort zone.
- I will be more comfortable in tight situations. I have learned how to manage stress.
- More self-confidence and other social skills will help me achieve my goals.
- It gave me the tools to achieve greatness!!
- I will be able to self-promote better.
- It will help me feel more confident to speak up and share my ideas and; therefore, find success.

What did you like about the training?

- Lazer tag, mini golf and new associates
- The activities that bonded us
- Pushed us to do our best
- It had me constantly out of my comfort zone
- Taught me to relax and not to worry or stress out because there is nothing to stress about
- Made me feel more comfortable with public speaking and taught me how to have a better conversation.
- Very active and learned a lot.
- Gave us a lot of opportunities to practice our skills.
- I was able to take something away from the program that I didn't think I could.
- It pushed me out of my comfort zone.
- I like the supportive and energetic atmosphere that was created.
- It was very interactive.
- All the techniques and methods were helpful.
- Very effective. I was skeptical, now I'm not. It works and made everyone feel more comfortable.
- Interactive and engaging
- It allowed me to step outside my box
- Once you conquered your nerves the exercises were fun.
- Enthusiastic, good environment
- Nobody is left out when they aren't ready to participate.
- It was a very comfortable and supportive atmosphere.
- I liked that we were able to practice the tools taught rather than just watching a power point the whole time.

What would you change about the training?

- Shorter days
- The length
- Nothing
- Nothing
- I would make it start at 8:30 and end at 3:30
- Nothing
- More stress and worry.
- Make it a little shorter and get clipboards
- Nothing
- Make there be more days but less hours per day.
- Nothing
- More high energy skits.
- More social interaction
- Make the classes slightly shorter because there is so much information.
- Make it an hour shorter
- It was too long per day
- Less time per day over more days
- Nothing
- More time to get to know everyone.
- I would make the days shorter and have more days.

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

- I got public speaking opportunities that made me more at ease.
- I was able to stretch my comfort zone in a way that wasn't entirely uncomfortable.
- I got more self-confidence and am not as nervous talking.
- It will allow me to be a better person
- I will be a better presenter and person.
- More confident and motivated
- I learned important people/communication skills.
- I will be more comfortable in class.
- I am now able to speak with more confidence and get my point across efficiently.

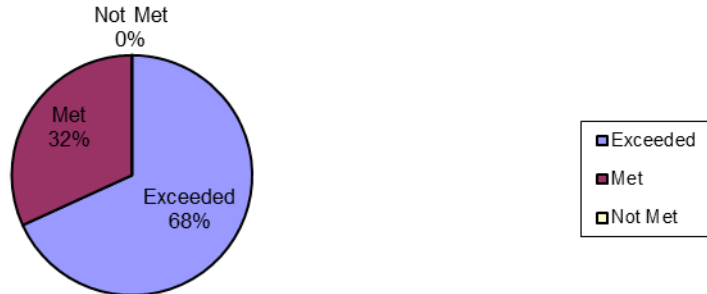
Additional Comments:

- It helped me get out of my comfort zone.
- I don't think we really spent a lot of time on stress and worry.
- This course exceeded my expectations and helped me feel better prepared for the future.
- This program is very welcoming and very informative, but at the same time made it fun. We were given challenges to help us to overcome our fears and the confidence in ourselves to believe we can do it.
- Thanks for pushing me out of my comfort zone; it really helped me and will throughout my life.
- It was very nice to meet new people!!
- Amazing experience. Ro-Zanne did an awesome job.
- Dale Carnegie will help you more than you know.
- I thought that the trainer, Ro-Zanne Ho, was very effective in changing my view of public speaking.
- Wonderful program! Would retake if needed.
- I think the program should maybe have been shorter each day but for more days. I thought everyone was tired by the end of the day.
- I think it would be beneficial if there were more days, but shorter.

Level I Training Assessment

Anonymous Survey Conducted June 2013

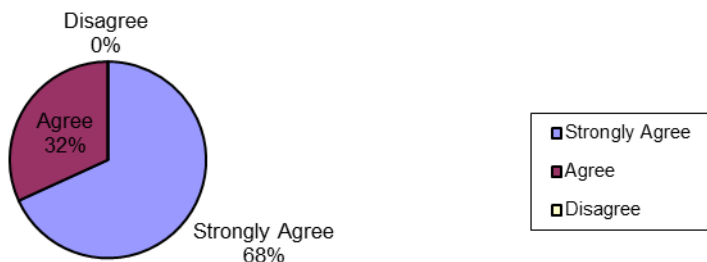
The Extent to Which This Training Met Expectations



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



Parent & Guest Responses

Did you enjoy the experience?

- Yes
- Yes
- Very much
- yes
- yes
- yes
- yes
- yes
- yes
- yes
- very much
- yes
- yes
- yes
- yes
- Wonderful!
- yes
- yes
- yes
- yes
- yes
- yes
- yes
- yes
- absolutely
- yes
- yes
- Yes – extremely!
- Yes, very much

What did you like best?

- Listening to what the children learned.
- Everything
- Hearing about the breakthrough moments
- That they could express their vulnerabilities in front of strangers, thus can work on them.
- I enjoyed listening to how nicely every student spoke in front of a crowd.
- Seeing the participants step up and speak publicly of their experiences with course.
- Confidence of participants to share their experience.
- Hearing how kids used the materials to start coming out of their shell and talk to everyone.
- Student participation
- The great introductions and getting to see the different personalities.
- Great learning experience about social skills.
- The kids' speeches.
- Hearing the participants. Looking at "posters".
- Hearing children's' different takes on experience.
- Hearing the participants' stories about their breakthrough moments.
- I equally liked Ro-Zanne's introduction and the students' speeches.
- Participants speaking
- Watching the kids and hearing how much they have grown.
- Hearing the speeches.
- The transformation of my kid for the better.
- The amount of growth these kids endured socially.
- Seeing self-confidence in each child.
- The kids who really learned a new skill.
- Individual presentations.
- The enthusiasm and confidence shown
- Listening to the young men and young women share specific tools they will take away from this course.

What did you like least?

- Nothing
- Forgetting award certificate to one participant
- Wish the kids learned how to interact in a situation where they are judged.
- Seeing some of the kids struggle.
- (Almost forgetting my daughter!) There really wasn't anything I didn't enjoy. It is always wonderful to witness growth in young people.
- Nothing
- Merit Parkway traffic

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

- Longer to better get to know each other and the principles.
- Maybe include a skit (during graduation)
- Take a video and distribute it. A great keepsake.
- Group picture for kids. They will remember how others came out of their shells during stressful times.
- Refreshments
- 3:00 pm is a difficult time of day for many of us.
- Snacks
- Have them say different things, not copy each other.
- Learning kids names to vote = hard
- Use a microphone. Most were legible because they spoke slowly and clearly.
- It is truly excellent. I am so impressed with all you are able to accomplish in just 3 days.

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

- Seeing her comfortable speaking in front of the group. Hearing her say that she has learned skills that will help her feel more comfortable around people she doesn't know.
- She can talk in public
- A more positive attitude and increased enthusiasm toward social situations.
- More positive and willing to accept alternate approaches.
- More confident. More relaxed speaking in public. Speaking confidently with great eye contact.
- My son was articulate and comfortable sharing his experience with joy.
- Being able to express her ideas in calm and stress free tone.
- My daughter was always vocal. The challenge has been dealing with high stress situations that are judged. She has learned some tools to help address that.
- My son stood in front of the crowd and shared his turn. He was eloquent and appeared calm and capable and confident. Wonderful to see! Thank you for offering this course and experience.
- Smiling more. Willingness to come back after being terrified.
- Making her ideas concise.
- Seems more relaxed
- Became more open in discussions. More able to express himself.

- Ability to speak more openly.
- Increased positive attitude. Loved that she has not been complaining as much.
- Introducing parents. Public speaking.
- She has been able to talk to others in the group on a daily basis. This is huge.
- The memorization skills.
- Can speak (anything) in front of anybody.
- Being able to speak in front of people.
- More alert/attentive in class
- Learning by showing her friends how to fix a volley ball. Smiling bigger.
- Her self confidence has increased.
- Self confidence, enthusiasm, making eye contact. Showing more expression when speaking.
- Enthusiasm, smiling, sharing, believing in himself and thinking/planning for his future.

Challenges the Teens Face

Reaching expectations	finding new opportunities
confidence	fear of unknown
nervousness	anxiety
talking with people	talk too much
shyness	time management
public speaking	good decision making
meeting people	learning names
new experiences	motivation

Expectations of Participants

participate	language
constructive criticism	respect
encouraging others	FUN!
manners	

Expectations of Trainer

Something new	respectful
Key techniques to overcome stress	Fun!!