



DALE CARNEGIE®
TRAINING

Final Results Package

For

Teen Program

Trainer: Bryan Bissell

Graduated July 31, 2014

Final Assessment

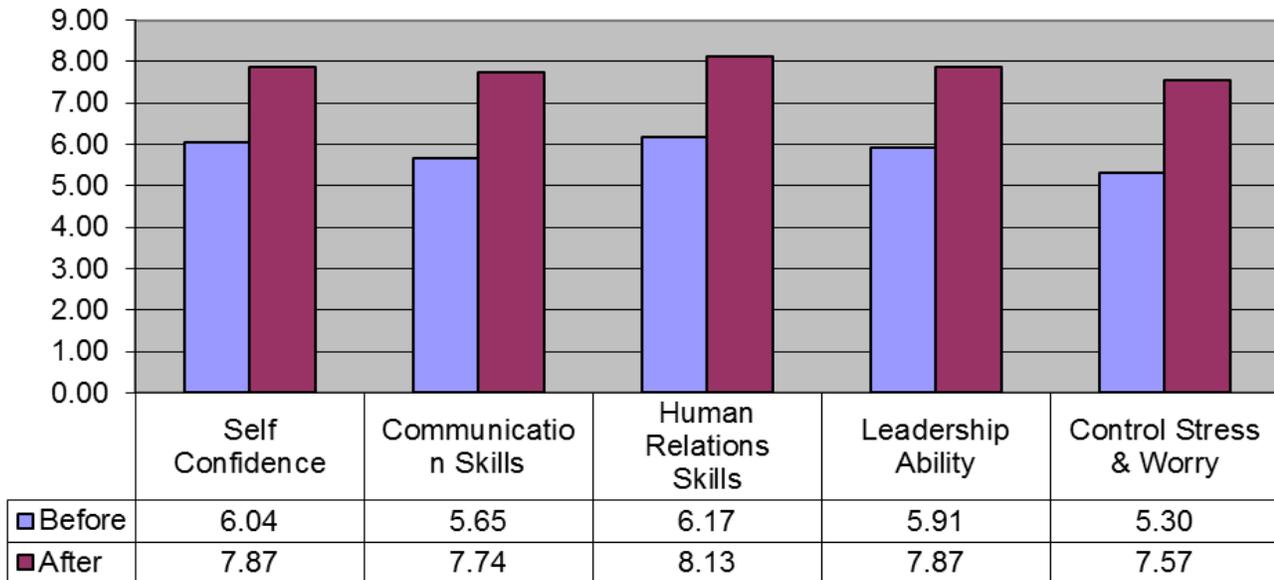
Not Anonymous – Conducted July 31, 2014

Participants rated themselves in the following categories

| | Before | After | % of Increase |
|-----------------------------------|---------------|--------------|----------------------|
| Self Confidence | 6.04 | 7.87 | 30.22% |
| Communication Skills | 5.65 | 7.74 | 36.92% |
| Human Relations Skills | 6.17 | 8.13 | 31.69% |
| Leadership Ability | 5.91 | 7.87 | 33.09% |
| Control Stress & Worry | 5.30 | 7.57 | 42.62% |

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

Graduates' Pre/Post Evaluation of Course Objectives



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

- Better speaking skills
- Better at public speaking
- I will be better in school and future jobs
- I will participate better in school
- The program was very beneficial
- Learned how to argue
- We can argue now
- I can effectively be a leader
- It will help me a lot in many different areas
- My organization in this program has resulted in me learning a lot and I would be more than happy to take this course again someday
- I received new guidelines and tips I can use in everyday life
- I worry less about speaking impromptu in front of a group
- Promoted self-confidence
- Very helpful; I am more confident
- I learned more about leadership
- I feel that I had a positive experience from this program and it helped me a lot
- I gained communication skills necessary in the working world

What did you like about the training?

- The way it was planned
- The opportunities to succeed were huge
- I liked how we were all forced to participate in the activities
- Engaging
- Everyone was involved in all the activities
- Fun and kept us busy learning
- It was very interactive
- It was interactive
- Got me out of my comfort zone
- The teachings
- It was interactive
- The communication skills
- I like how interactive it was
- It helped me put things into perspective and improve my communication skills and I liked many of the activities a lot
- The trainer was influential in the way he expressed his enthusiasm
- The trainer was very encouraging and engaging
- It is more interactive than most education programs
- It was very engaging
- Got me out of my comfort zone
- I liked that it was very interactive

- I liked how interactive the training was and we got to participate
- I liked meeting new people and collaborating with them
- Forced me to expand my comfort zone and by the end I was much more comfortable

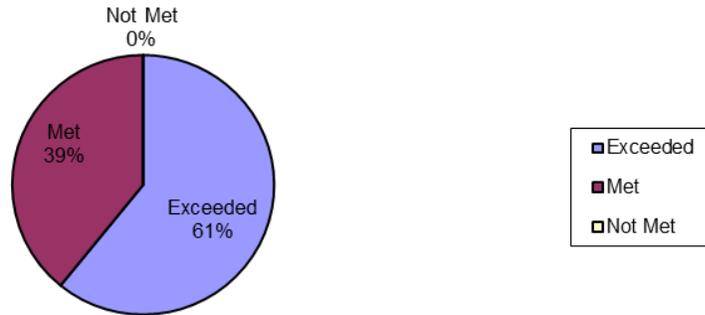
What would you change about the training?

- The hours per day to be less
- I would change the length from 8 hours to 5
- Shorter classes
- I would make it longer
- I would suggest perhaps adding a day and giving people more time outside of program to process
- Shorter hours, more leadership focused
- I would have spread it over more days of the week and with a shorter amount of hours each day
- Shorter hours, more days
- I wouldn't require people to shoot out answers as much
- More group work
- Shorter days
- I would like to learn more about stress
- I would make the day a bit shorter because it is a very long day
- Nothing except spread out, longer breaks
- Shorter days, hard to pay attention by the end of the day

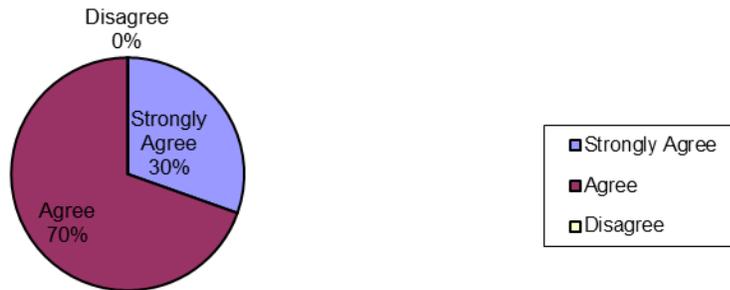
Level I Training Assessment

Anonymous Survey Conducted July 31, 2014

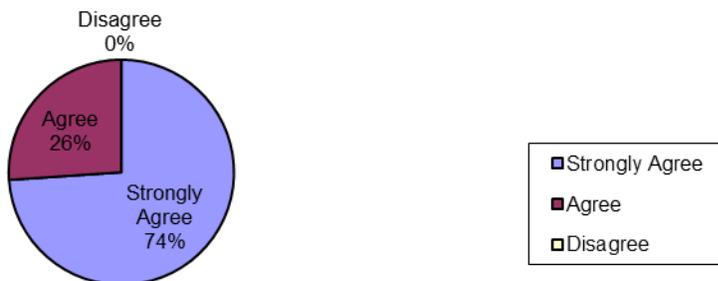
The Extent to Which This Training Met Expectations



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 I did
- Very much
- Yes
- Yes
- Yes
- Yes, it was great seeing what they learned, put into practice
- Yes
- Yes!
- Yes!
- Yes
- Yes
- Yes!
- Yes
- Yes
- Yes
- Yes

What did you like best?

- Each student going out of their comfort zone to present to the audience
- The way they tried to convey their messages worrying less about how they would look to a third party
- Seeing kids share their struggles and how they overcame those struggles and fears
- How everybody got along
- The assessment of each participant of their experience at the course
- Hearing directly from the kids what they got out of the class. Also a lot about getting out of comfort zone which is so much
- Hearing each students' break through moment
- Watching the kids show confidence. Hearing what they learned.
- Great to see kids learn the benefits of practicing newly learned skills- seeing "how" they can be used in their future
- I liked seeing what each graduate got out of the course
- Speeches & Brian's lively presentations of our kids
- The consistent high quality presentation skills. The training was evident- standing straight, eye contact & "going for it"
- Each teen having the opportunity to speak
- Kids challenging themselves
- Good materials and assignments. Positive example from the instructor.
- Hearing individual breakthroughs
- The apparent growth many seemed to have and their level of satisfaction

What did you like least?

- I guess I think they are all positive about the experience and feel involved
- None
- I like everything
- Nothing
- All good!
- n/a

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

- Perhaps do some reenactment of the experiences shared at the course or video perhaps
- None
- Add a group improv
- Brief breakdown of class/Ages/ Where from
- I appreciate the comments Brian made when introducing each student. Just continue this practice.
- Would love to see part 2. Also same depth of program in Boston area
- Keep it as you do!
- Invite parents to join class & role play during arguments principle sessions and ask kids to teach the parents an overview of entire course

What has been the most significant improvement that you have observed in this person?

- Engagement in the program & principles to succeed
- The ability to look into the other person's point of view
- He looks more comfortable interacting with others
- Communicating in a nice way how others can improve
- Seeing him get up and speak- great!
- David has already been making an effort to speak with strangers, ask them questions about themselves. He is committed to making changes based on what he learned.
- Getting up and speaking clearly in front of parents
- Thanked me for dragging him to class (instead of taking it for granted).
- I have never seen Thomas get up in front of a crowd, so I was very impressed
- Was glad to see my daughter so confident in front of an audience
- Ability to speak clearly and with eye contact has improved. Willingness to come out of comfort zone. Very positive improvement.
- Meaghan was eager to share every evening instead of hiding in her room. She has always been outgoing but I can see a greater comfort level when she spoke. She was always concerned about "blushing" She did not blush.
- Energetic, more outgoing, clearer communication, more open to new ideas

- Tough to observe improvements in two days
- Managed her stress well and became more relaxed over time
- He's been with grandparents the past 3 days- time will tell
- Confidence and eye contact