

"By fighting you never get enough, but by yielding you get more than expected." — Dale Carnegie



Coming Back to Erie!

The Dale Carnegie Course[®] has helped organizations and individuals transform relationships, improve communication skills, grow self confidence, have a more positive outlook on life, influence the attitudes and behaviors of other and increase employee engagement for 105 years. This course is ideal for anyone in the following roles:

- Project Manager
- Managers/Supervisors
- Engineers/IT Professionals
- Sales/Customer Service

and generally, anyone who needs to work with and through people and anyone who needs to enhance communication skills.

WHAT OUR CUSTOMERS ARE SAYING

"Over the last two years we grew 29 and 24 percent. This year we have a good opportunity to have another year of strong growth. We could not have experienced this growth without Dale Carnegie Training."

> George Little President HDR Engineering, Inc.

Click Here to Register Or for more information call Tina at 412.913.5918



The Dale Carnegie Course[®] being brought to you by:



Human Resource Management Association of Northwest Pennsylvania

Skills for Success: Effective Communications and Human Relations

The Human Resource Management Association of Northwest PA (HRMA)

is proud to partner with Dale Carnegie Training[®] to bring their flagship program The Dale Carnegie Course in Effective Communications and Human Relations to Erie. HRMA is a local chapter affiliate of the most renowned professional HR organization in the world, the Society for Human Resource Management (SHRM). At HRMA, we believe that successful organizations are built by cultivating strong employees and managers and this program is designed to do just that – please join us for this excellent series.

This Program Will Help Employees to:

- Initiate social conversations with virtually anyone
- Learn to remember names and recall information
- Learn a formula that will help move others to act
- Be more persuasive as you communicate ideas
- Sell yourself and your ideas with passion & conviction
- Practice 30 human relations principles to build stronger relationships that are based on trust and respect
- Make your ideas clear and think on your feet
- Communicate with poise and self confidence
- Manage stress; live and work with a more positive outlook
- Minimize resistance and gain willing collaboration
- Develop flexibility to tackle complex challenges
- Learn to disagree agreeable with others
- Develop the courage to take more risks

Hosted by Erie Technology Incubator at Gannon University

Center for Business Ingenuity (CBI) 900 State St., Room 300, 3rd Floor. Erie, PA 16501



Free Preview Session- Thursday, March 1, 2018 3 PM - 4:30 PM

Session One- Thursday, March 15, 2018 1 PM – 4:30 PM for 8 consecutive Thursdays (skips week of Easter)

Tuition: \$1,995/person, **Team Discounts Available!** Includes: Books, manuals, registration and instruction by a certified Dale Carnegie Trainer

CONTACT: Tina Graziotto, Master Trainer & Executive Coach 412.913.5918 <u>Tina.graziotto@dalecarnegie.com</u>