

The University College of the North (UCN), in partnership with Dale Carnegie Manitoba, are pleased to offer the

# **Dale Carnegie Course: Effective Communications & Human Relations**

**Train Remotely via Zoom– Attend **VIRTUAL** Classes with a Live Instructor**

Registered students will take this training from their home or workspace. Students will not be attending at one of our UCN campuses or Centres. Handouts and meeting login information will be emailed to registered students by the instructor. Students must have a laptop with reliable internet capable of connecting to Zoom training with use of microphone and video.

**Date:** November 1 – December 13, 2021; Christmas Break; will resume January 10 – 31, 2022  
Monday evenings from 6:00pm – 9:00pm

**Course Cost:** \$2,195 (plus \$109.75 GST)

**Dale Carnegie Course: Effective Communications & Human Relations (EXT.1220 SR.21)** Learn how to build trust and motivate people to act. Gain ways to project an enthusiastic attitude, communicate logically, clearly and concisely; and energize and engage listeners. Discover ways to manage stress and minimize worry, encourage positive thinking, and commit to continuous improvement. You'll be better equipped to perform as an influential communicator, problem-solver and focused leader.

**To **register** or for further information  
Contact Lindsay Cook at 204-734-4419 or [lcook@ucn.ca](mailto:lcook@ucn.ca)**

**You can also book a customized delivery for your team!**

The fee must accompany the registration form in order for your seat to be held. Pay by cash, check, Purchase Order, ATI, TAN, MasterCard/Visa. Courses are subject to cancellation due to insufficient enrolment. Refund Policy: 100% refund will be issued if course is cancelled by UCN. If student wishes to withdraw, a refund will be issued providing the original receipt and voluntary withdrawal form are submitted to UCN 20 business days prior to first day of class.

**Deadline to apply & make payment arrangements will be October 8, 2021.**

Further information and course offerings can be found at [ucn.ca/cis](http://ucn.ca/cis)





## Dale Carnegie Course: Effective Communications & Human Relations

When you look at the successful people, what do you see? Confidence. Competence. Enthusiasm. They're engaged in all aspects of their work and life, inspiring others as they lead by example.

This Dale Carnegie Course helps you master the human relations skills that enable you to thrive in any setting. You'll discover how to form closer, more rewarding relationships built on trust and respect. Increasing your confidence and competence in interacting with others will gain the influence you need to reach new heights in your personal and professional life.

As you become a persuasive communicator and problem-solver more adept at managing stress and handling change, you'll find yourself inspiring others to take initiative and innovate.

The Dale Carnegie Course will help you master the communication skills necessary in today's demanding business environment. You'll learn to strengthen interpersonal relationships and develop a commanding attitude, instilling confidence and enthusiasm in your workplace.

Does the experience make a difference? Clients say yes. You'll see the results as you stretch your abilities, tackle complex challenges, expand your ingenuity, and excel in building team harmony. The Dale Carnegie Course will focus your energy to become a more effective communicator, securing your place as a valued contributor in your organization.



## Learn How To:

- Use a proven process to recall names and facts
- Communicate more confidently
- Build trust and persuade people to action
- Project an enthusiastic attitude
- Communicate logically, clearly, and concisely
- Energize and engage listeners
- Create a safe and caring environment
- Manage stress and minimize worry
- Strengthen relationships
- Give constructive feedback that empowers others
- Encourage positive thinking
- Identify and reward successes
- Commit to continuous improvement

## Who Should Attend?

Professionals at all levels who wish to optimize their performance, lead with conviction, and positively affect the bottom line. New leaders that want skills to learn how to retain employees.

## What is Dale Carnegie Training?

For over 100 years, we've helped companies of all sizes generate revenue, increase productivity and reduce costs by revealing their bright and resourceful workforce. Together, we'll set your team in motion and help your entire organization reach new heights, powered by the unique talents of your employees.

At Dale Carnegie, we invigorate your employees by drawing out their natural strengths, building the courage and confidence they need to take command of their role and achieve the unexpected.

As we help them excel, your employees will gain the trust and respect of the people around them, creating a culture that works harder for you at all levels of your organization. With more support, your team can take the lead in putting their ideas into action more efficiently, increasing their performance, along with your company's, by working smarter at every step.