



Step Up to Leadership

Don't just manage your team, **LEAD** your team!

- *Tell me what to do and I'll do it to protect my job.*
- *Motivate me to want to do it and I will do it to the best of my ability.*

Supervisors and managers who understand this simple truth and know how to implement it create impact in today's organisations. They get results because they know how to lead a team – not just direct it.

Dale Carnegie Training® builds the confidence of supervisors and managers by drawing out their natural strengths and providing practical tools to get the job done.

Step Up to Leadership is an information-packed one-day program that covers leadership, time management, delegation, conflict resolution, and much more.

WHO SHOULD ATTEND:

Managers or team leads responsible for the day to day performance of a small group. This person is guiding their team towards its goals and oversees that all members of the team are productive and are able to resolve problems as they arise.

REGISTRATION DETAILS:

SCHEDULE: See website for upcoming events
9:00am-4:30pm

CLASS Hamilton 24th June

LOCATION: Taupo 26th July
Tauranga 15th September
Matamata 29th November

PAYMENT: \$800+GST (Bartercard Option Available)
50% Funding may be available through
the Regional Business Partnerships

TO REGISTER, CONTACT:

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Bookings: www.bop-waikato.dalecarnegie.com
www.bopwaikato.dalecarnegie.com

Participants learn how to:

- Build loyalty and improve staff retention
- Lead by example
- Communicate with precision
- Be cool under pressure
- Resolve conflicts quickly before they affect the whole group
- Convert negativity into positive production
- Listen effectively
- Work smarter, not harder
- Delegate responsibility, authority and accountability
- Give difficult feedback without creating resentment

PROGRAM LENGTH: ONE DAY 9.00am-4.30pm

WHAT OUR CUSTOMERS ARE SAYING

"It was great, friendly environment, welcoming, inclusive interactive. Great facilitator and great content"

Ashley Mason Sentinel Homes

"Valuable information learnt today"

Rachel King Te Puna Ora O Mataatua

"Thank you both, Most helpful course – well worth attending"

Janine Cowles CEO S&L Consultants

"Excellent workshop and extremely knowledgeable. Really enjoyed the Gen X, Y, Z etc" Lee Barton Kawerau District Council

"Insight into further management practices and ways of portraying information getting the best results from staff"

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The vast majority of Dale Carnegie Training® local franchising organizations in the U.S. have been accredited by the Accrediting Council for Continuing Education and Training (ACCET).



The Quality Management System of Dale Carnegie Global Services is ISO 9001 certified.