



## 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:** Please check dates on our website  
9:00am-4:30pm

**CLASS** Hamilton Feb 23<sup>rd</sup>,  
**LOCATION:** Cambridge October 10<sup>th</sup>  
Tauranga March 2<sup>nd</sup>, May 30<sup>th</sup>, Sept 21<sup>st</sup>  
Taupo July 21<sup>st</sup>, Rotorua December 6<sup>th</sup>

**PAYMENT:** \$800+GST  
50% Funding may be available through  
the Regional Business Partnerships

#### TO REGISTER, CONTACT:

Dale Carnegie Bay of Plenty Waikato  
Michael Shaw [michael.shaw@dalecarnegie.com](mailto:michael.shaw@dalecarnegie.com)  
phone: 0275 429144  
**Bookings:** [www.bopwaikato.dalecarnegie.com](http://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

*"Yes Absolutely (I would recommend), gives you the great foundations to start leading a team"*

Clare Stewart - Alex Stewart Electrical

*"Thank you both, most helpful course – well worth attending"*

Janine Cowles CEO S&L Consultants

*"I learned how to find out what makes people tick, their strengths and abilities so I can better understand them and how they work. Great course, opened my eyes to see new ways to approach work & how it makes a difference and matters at work."*

Liam Watson Bay of Plenty

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).

