



FOR IMMEDIATE RELEASE

**SURVIVING ECONOMIC UNCERTAINTY: WORKPLACE CONFLICT RESOLUTION
TRAINING IS ESSENTIAL FOR LONG-TERM SUCCESS**

*Corporate "Interventions" Increase Productivity and
Overall Employee Satisfaction in Today's Business Climate*

HAUPPAUGE, NY (September 2008) – Dale Carnegie Training, the international leader in performance-based workforce assessment, training and solutions, reports an overwhelming increase in client demand for corporate interventions in the area of conflict resolution. With real incomes declining, the US unemployment rate at a five-year high, and inflation running at its fastest clip in 17 years, businesses across the country are running up against a pressing challenge -- how to resolve growing numbers of employee disputes while addressing their organization's own economic needs -- and for this they are turning to Dale Carnegie Training. An analysis of its last quarter earnings demonstrates that as gas prices continue to rise, coupled with the mortgage crisis and the weak dollar, our low consumer confidence is producing an air of insecurity within the workplace as well, having a dramatic effect on team camaraderie, performance and organizational loyalty.

"During times of economic downturn, businesses tend to respond to short-term crises with counter-productive defensive tactics that ultimately hurt the only sustainable competitive advantage they have, their employees," says Peter Handal, president, chairman and CEO of Dale Carnegie Training. "Our 'interventions' show corporations how basic conflict resolution can help them ride out hard economic times and improve their overall corporate culture, putting them in a better position for long-term success."

To combat the negative effects stemming from today's business climate, Dale Carnegie Training works with its clients to create customized Competency-Based Development Systems Modules (CBDS) or in-house "intervention workshops," which apply to the individual competencies needed to power the group's strategic intent. Each workshop trains a targeted group of individuals to develop valuable conflict resolution strategies, blending competency development with attitudinal change and aligning emotional intelligence with corporate vision and initiatives.

Regardless of whether society is experiencing an economic recession or an economic upswing, the bottom line is that conflict resolution training is one of the most effective ways for businesses to maintain their top talent's loyalty and ability to continue producing high-performance work. Dale Carnegie Training is in great demand at the moment, as companies are well aware that they simply cannot afford at this time to lose talented workers. Adds Handal, "Good talent is hard to come by, and with large numbers of the baby boomer generation set to retire in the near future, the fact remains that today's talent shortage will remain long after the economic downturn begins to reverse."

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About Dale Carnegie Training

Dale Carnegie Training works with organizations as well as middle market and large corporations to produce measurable business results by improving the performance of employees with emphasis on leadership, sales, team member engagement, customer service, presentations, process improvement and other essential management skills. Recently identified by *The Wall Street Journal* as one of the top 25 high-performing franchises, the Dale Carnegie Training programs are available in more than 25 languages throughout the entire United States and in more than 75 countries. Dale Carnegie includes as its clients 400 of the Fortune 500 companies. Approximately 7 million people have experienced Dale Carnegie Training.

Dale Carnegie Training's corporate specialists work with individuals, groups and organizations to design solutions that unleash your employees' potential, enabling your organization to reach the next level of performance. Dale Carnegie Training offers public courses, seminars and workshops, as well as in-house customized training, corporate assessments, online reinforcement and one-on-one coaching. For more information, please visit www.dalecarnegie.com.

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