

Customer Service

Dale Carnegie Course: Skills for Success

In-Person

You'll learn to strengthen interpersonal relationships, manage stress and handle fast-changing workplace conditions. You'll be better equipped to perform as a persuasive communicator, problem-solver and focused leader. And you'll develop a take-charge attitude initiated with confidence and enthusiasm.

What you'll learn

Learn how to build trust and motivate people to act. Gain ways to project an enthusiastic attitude, communicate logically, clearly and concisely; and energise and engage listeners. Discover ways to manage stress and minimise worry, encourage positive thinking, and commit to continuous improvement.

Why you want to learn it

You'll be better equipped to perform as an influential communicator, problem-solver and focused leader. You'll learn to strengthen interpersonal relationships, manage stress and handle fast-changing workplace conditions. And you'll develop a take-charge attitude initiated with confidence and enthusiasm.

How it will help you

You will tackle complex challenges, expand your ingenuity, and excel in building team harmony. Use the new skills to become a more persuasive communicator, securing your place as a valued contributor. As you become more adept at influencing, you'll find yourself inspiring others to take initiative and innovate.