



Dale Carnegie® Credentials*
Professional Association
Relationships

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Accrediting Council for Continuing Education & Training

ACCET was founded in 1974 for the purpose of improving continuing education and training and has been officially recognized by the U.S. Department of Education since 1978 as a "reliable authority" as to the quality of education and training provided by the institutions we accredit. In 1998, ACCET became the only recognized accrediting agency to be certified as an ISO 9001:2008-Quality Management System, under the international standards established by the International Organization for Standardization, and continues to hold that unique status.

Accreditation serves the interests of companies, agencies, and the public through the establishment of standards, policies, and procedures in conjunction with an objective third-party professional evaluation designed to identify and inspire sound education and training practices. When such a process is matched by an institution's commitment to high standards and accountability, a partnership for quality becomes reality.

Dale Carnegie & Associates, Inc. has been accredited with ACCET since 1975.

CEU's are calculated as 1 hour of learning time = 0.1 CEU's.

Lunch time must be removed from learning time.

Course Name:	Recommended CEU's:
Dale Carnegie Course: Effective Communications & Human Relations (12 - sessions @ 3.5 hours/session)	4.2 CEU's*
Dale Carnegie Immersion Seminar 3-full day's start time: 8:00 AM end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Dale Carnegie Course: Skills for Success (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Advanced Dale Carnegie Course: Skills for Team Success (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Dale Carnegie Sales Training: Winning with Relationship Selling (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Dale Carnegie Sales Training: Winning with Relationship Selling 3-full day's start time: 8:00 AM end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Sales Advantage (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
Sales Advantage 3-full day's start time: 8:00 AM end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
The Leadership Advantage 3-full day's start time: 8:00 AM end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	2.4 CEU's*
Leadership Training for Managers (7 - sessions @ 3.5 hours/session)	2.45 CEU's*
High Impact Presentations 2-full day's start time: 8:00 AM end time: 5:00 PM (60-minute lunch/day – must be removed from learning time)	1.6 CEU's*
Generation.Next (Youth Training) (8 - sessions @ 3.5 hours/session)	2.8 CEU's*
One day seminars Based upon 8 hours of learning time (must remove lunch time)	0.8 CEU's*
Two day seminars Based upon 8 hours of learning time (must remove lunch time)	1.6 CEU's*
Three day seminars Based upon 8 hours of learning time (must remove lunch time)	2.4 CEU's*

*Note: Actual times will vary depending on group size, group interests, and group dynamics, thus CEU's may vary by location/class.

Alabama Board of Nursing

The Alabama Nursing Board has approved the following Dale Carnegie Training® programs for Continuing Education Contact Hours:

<u>Course Name:</u>	<u>Contact Hours</u>
The Dale Carnegie Course: Effective Communications & Human Relations	33.6
Strictly Business: The Dale Carnegie Immersion Seminar	28.8
Leadership Training for Managers	29.4
The Leadership Advantage	28.8

To renew a license on active status to practice nursing in Alabama, registered nurses and licensed practical nurses must earn 24 contact hours from Board-approved or Board recognized continuing education provider [Chapter 610-X-4-.08].

Dale Carnegie Provider Number: ABNP1447

The Alabama Nursing Board accreditation expires October 1, 2018.



American Council on Education (ACE)

The American Council on Education (ACE) – the unifying voice for higher education – has reviewed Dale Carnegie Training® programs and found them to be in compliance with the rigorous control standards required by ACE and, as such, are considered college level quality.

In view of this, ACE is recommending to colleges and universities throughout the United States that individuals completing Dale Carnegie Training® beginning in January 1981 may be eligible for college transfer credit according to the following schedule:

In-Person Instructor Led Courses

<u>Course Name:</u>	<u>ACE Recommendations</u>
Dale Carnegie Course® Effective Communications & Human Relations	3 Semester Hours
Dale Carnegie Course® Skills for Success	2 Semester Hours
Advanced Dale Carnegie® Course: Skills for Team Success	2 Semester Hours
Dale Carnegie® Sales Advantage	2 Semester Hours
Leadership Training for Managers	2 Semester Hours
The Leadership Advantage	2 Semester Hours
Dale Carnegie® High Impact Presentations	1 Semester Hour
Strictly Business: The Dale Carnegie® Immersion Seminar	2 Semester Hours
Managing Stress and Accelerating Success	1 Semester Hour
How to Sell Like a Pro	2 Semester Hours
Leading an Engaged Workforce	1 Semester Hour
Generation.Next	1 Semester Hour

Live Online Instructor Led Courses

<u>Course Name:</u>	<u>ACE Recommendations</u>
Confident, Assertive and In Charge	1 Semester Hour
How to Communicate with Diplomacy and Tact	1 Semester Hour
How to Win Friends and Influence Business People	1 Semester Hour
Senior Leadership	1 Semester Hour
Time Management	1 Semester Hour
Trusted Advisor Bootcamp	1 Semester Hour
Winning Leadership: Engage, Align, and Get Results	1 Semester Hour

There are many cooperating colleges and universities that use ACE college credit recommendations for courses. Below is a link to find over 1200 colleges and universities (by State) that accept the ACE college credit recommendation: http://www2.acenet.edu/programs/ccrs/adult_learners/

Please find the website link for all of the Dale Carnegie Training Courses that are approved and recommended for college credit by the American Council on Education below:

<http://www2.acenet.edu/credit/?fuseaction=browse.getOrganizationDetail&FICE=100519>

Please find the American Council on Education Transcript Request Website link below:

<https://www2.acenet.edu/credit/?fuseaction=transcripts.main>

American Institute of Architects (AIA)

The American Institute of Architects (AIA) is a professional organization for architects in the United States. Headquartered in Washington, D.C. (Founded in 1857), the AIA offers education, government advocacy, community redevelopment, and public outreach to support the architecture profession and improve its public image. The AIA also works with other members of the design and construction team to help coordinate the building industry.

The Architect Institute Association (AIA) has approved the following Dale Carnegie programs for LU's:

<u>Course Name:</u>	<u>Learning Units</u>
Advanced Dale Carnegie Course: Skills for Team Success (8-week)	26
Dale Carnegie Sales Training: Winning with Relationship Selling (3-day)	24
Dale Carnegie Sales Training: Winning with Relationship Selling (8-week)	28
Dale Carnegie: Effective Communication & Human Relations Course	42
Dale Carnegie: Skills for Success Course	28
High Impact Presentations	14
Leadership Training for Managers	24
Strictly Business: Dale Carnegie Immersion Seminar	24
The Leadership Advantage (3-day)	22.5
How to Communicate with Diplomacy and Tact	14
Public Speaking Mastery	14

Please find the link to all the State and Local Components (Chapters, Councils, and Societies).

<http://www.aia.org/about/structure/components/AIAS078541>

All Architects needs to complete the AIA Sign-in sheet. The American Institute of Architects accreditation expires December 31, 2018.

Academy of General Dentistry (AGD)

As the largest dental association for general dentists, AGD offers exciting opportunities to support general dentists and the dental community. For more than 60 years, AGD has remained synonymous with quality education while advocating on behalf of the interests and professional needs of general dentists. Reach more than 40,000 of dentistry's most involved, successful and committed general dentists.

Dale Carnegie is listed as an approved PACE Provider:

<https://www.agd.org/2/education/pace/findaprovider/alpha.asp?sortby=D>

CE credit is based on the type of course completed and the number of contact hours a participant spends taking part in the program. Generally, one hour of CE credit is awarded for each hour spent in the classroom and cannot include registration, break or lunch times.

CE credit for self-instruction courses depends on the delivery type. Audio, video or electronically delivered programs with a fixed run time should award credit equal to the length of the instructional time provided. Self-paced, self-instruction programs, such as interactive online courses or journal article reviews, should receive credit based on the provider's best estimate of the average time spent to complete the program. The maximum number of CE hours awarded for any single activity cannot exceed eight hours.

Course Rosters must be received by AGD within 30 days of the graduation of the course. Please make sure to send Stefanie Wheeler (Dale Carnegie) the students, name, AGD ID#, and a copy of the attendance records for the course within 2-weeks of the graduation of the course.

American Payroll Association (APA)

The American Payroll Association (APA) has awarded the following programs for Recertification Credit Hours (RCHs).

<u>Course Name:</u>	<u>Approved RCH's</u>
Dale Carnegie: Effective Communications & Human Relations Course	39
Dale Carnegie: Skills for Success Course	26
Strictly Business: The Dale Carnegie Immersion Course	21.5
Leadership Training for Managers	22.75
The Leadership Advantage	22.5
High Impact Presentations	15
How to Communicate with Diplomacy & Tact	13

Our approval is valid through December 31, 2017.

These programs have been submitted for renewal for the 2018 Calendar Year.

The American Payroll Association is the professional society for Payroll Professionals. Anyone engaged in payroll administration and/or related fields is eligible for APA membership. The APA represents a true cross section of the payroll profession made up predominantly of payroll managers from all 50 states, Washington, D.C., and Puerto Rico, with a growing constituency in Canada and other foreign nations. The APA is a nonprofit association that conducts payroll education conferences and seminars, publishes a complete library of resource tests and newsletters and represents over 22,000 members. Here is a link to see if there is an APA Chapter in your area: <http://annex.americanpayroll.org/chaprof/chapterlinks.cfm>

The APA has two types of certification - Fundamental Payroll Certification (FPC) and Certified Payroll Professional (CPP). FPCs must accumulate a minimum of 60 qualifying recertification credit hours (RCHs) over a three-year recertification period. CPPs must accumulate a minimum of 120 qualifying recertification credit hours (RCHs) over the five- year recertification period. The APA certifications are an industry standard used by employers recruiting payroll personnel.

The APA has included Dale Carnegie Training on their website as an approved provider. Here is the link: <http://info.americanpayroll.org/pdfs/certification/approved-providers-all.pdf>

Council for Higher Education Accreditation

The Council for Higher Education Accreditation (CHEA) database lists more than 8,300 degree-granting and non-degree-granting institutions and more than 23,900 programs that are accredited by United States accrediting organizations that have been recognized either by CHEA or by the United States Department of Education (USDE) or both. Each accrediting organization's list of institutions or programs is prefaced by a brief description of the accredited status of the institutions or programs on the list and the year for which the list is accurate. The information in the CHEA database was supplied by the accrediting organizations. It has been reformatted but otherwise not edited by CHEA.

Colleges, universities, and programs are accredited. In the U.S., colleges and universities are accredited by one of 19 recognized institutional accrediting organizations. Programs are accredited by one of approximately 60 recognized programmatic accrediting organizations. [Accrediting organizations that are "recognized" have been reviewed for quality by the Council for Higher Education Accreditation (CHEA) or the United States Department of Education (USDE).]

Dale Carnegie Training is listed in the CHEA "Database of Institutions Accredited by Recognized United States Accrediting Organizations," accredited by the Accrediting Council for Continuing Education and Training (ACCET).

<http://www.chea.org/search/>

Please find the Guidelines around using the CHEA logo at the website below:

https://kry224-site0001.maxesp.net/chea_member_brand.html

Excelsior College

Excelsior College offers Transfer Credit for Dale Carnegie graduates that have completed programs of which have been reviewed by the National CCRS (formerly National PONSI).

Eligible Dale Carnegie course(s) will be listed on the Excelsior College Transcript as Transfer credit with a grade of a "P", indicating a passing grade.

Course Name:	Semester Hour(s)
Dale Carnegie Course®: Effective Communications & Human Relations	3 Hours
Dale Carnegie®: Skills for Success Course	2 Hours
Strictly Business: The Dale Carnegie® Immersion Seminar	2 Hours
Advanced Dale Carnegie Course: Skills for Team Success	2 Hours
Leadership Training for Managers	2 Hours
The Leadership Advantage	2 Hours
The Sales Advantage	2 Hours
How to Sell Like a Pro	2 Hours
Generation.Next	1 Hour
High Impact Presentations	1 Hour

The transcript will appear as stated below:

- Excelsior College list Dale Carnegie Programs as "Transfer Credit" on the transcript
- Grades are posted as a Pass/Fail Course on the transcript
- Excelsior College charges \$40.00/course listed on the transcript
- If an official transcript is required (transcript is sent directly to college/university), there is an additional \$12.00 fee/official transcript

HR Certification Institute (HRCI)

The Human Resource Certification Institute has approved Dale Carnegie Training as a Continuing Education training provider, and we are listed on the HRCI website as an approved training provider:

<https://recert.hrci.org/public/membersearch/approvedproviders?model.MemberName=Dale+Carnegie&model.Website=&model.City=&model.State=&model.Country=&doSearch=true>

Dale Carnegie is approved HRCI provider through March 31, 2019.

HRCI has approved the following In-person Delivered Programs:

<u>Course Name:</u>	<u>Credit Type</u>
A Cultural Change for the Real World	6.50 HR (General)
Creating a Culture that Engages and Retains Millennials	2 HR (General)
Dale Carnegie: Effective Communications & Human Relations Course	18.25 HR (General)
High Impact Presentations	12 HR (General)
How Great Organizations Create a Culture of Engagement	2 HR (General)
How to Keep Your Staff Engaged, Energized & Motivated	6.5 HR (General)
Leadership Success	12.5 HR (General)
Leadership Training for Managers	18 HR (General)
Public Speaking Mastery	10 HR (General)
Skills for Success	10.25 HR (General)
Strictly Business: Immersion Seminar	14.5 HR (General)
The Leadership Advantage	18 HR (General)
Trusted Advisor Bootcamp (face2face)	13 HR (General)
Uncovering Leadership Blind Spots	2 HR (General)

HRCI has approved the following Live Online Programs:

<u>Course Name:</u>	<u>Credit Type</u>
A Manager's Guide to Sustainable Employee Engagement	5.5 HR (General)
Accountability	1 HR (General)
Active Listening	1 HR (General)
Adapting To Change	1 HR (General)
Analyze Problems and Make Decisions	2.75 HR (General)
Build a High Performing Virtual Team	1 HR (General)
Building Your Power Team	1.75 HR (General)
Coaching for Improved Performance	1.75 HR (General)
Communicating Across Cultures	1 HR (General)
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11 (General)
Creating a Vision	1 HR (General)
Critical Thinking	2.75 HR (General)
Cultivate Power without Being Intimidating	2.75 HR (General)
Delegation	2.75 HR (General)
Developing Cultural Adaptability	1 HR (General)
Developing Direct Reports with Feedback	1 HR (General)
Developmental Conversations	1 HR (General)
Dream Big, Focus Small: Achieve SMARTER Goals	1 HR (General)

Expert Online Trainer Bootcamp	8 HR (General)
Feedback That Works	1 HR (General)
Getting Results Without Authority	1 HR (General)
Goal Setting and Accountability (Sales + Service)	1.75 HR (General)
How to Communicate with Diplomacy and Tact	10 HR (General)
How to Present Online	1 HR (General)
How to Win Friends and Influence Business People	10 (General)
Lead Change Effectively	1.75 Business
Leading Across Generations	1.75 HR (General)
Leading Change	1 HR (General)
Leading Virtual Teams	5.5 HR (General)
Managing Conflict in the Workplace	2.75 HR (General)
Managing Conflict with Direct Peers	1 HR (General)
Managing Conflict with Direct Reports	1 HR (General)
Managing Conflict with Your Boss	1 HR (General)
Managing Global and Virtual Teams	1 HR (General)
Negotiations: A Human Relations Approach	1.75 HR (General)
Overcoming Workplace Negativity with Enthusiasm	2.75 HR (General)
Performance Reviews That Motivate	1 HR (General)
Powerful Conversations to Engage Your Workforce	1 HR (General)
Present Complex Information	1 HR (General)
Present to Persuade	1 HR (General)
Present with Impact	1 HR (General)
Raising Sensitive Issues in a Team Environment	1 HR (General)
Secrets Of Motivation	1.75 HR (General)
Secrets to Leading with Assertiveness	1 HR (General)
Step Up to Leadership	5.5 (General)
Strategic Planning Essentials: Prepare for Future Success	2.75 Business
Successful Public Speaking	2.75 HR (General)
Succession Planning for You and Your Managers	1 HR (General)
Transforming Customer Complaints into Opportunities	2.75 HR (General)
Trusted Advisor Boot Camp	10.5 HR (General)
Unleash the Power of Mentoring In your Organization	1.75 HR (General)

ISO 9001 Certified

Dale Carnegie Training's Product & Trainer Development has upgraded its management system to meet the ISO 9001:2015 standards and is registered with Bureau Veritas. No other major training organization in the world is ISO certified, marking another first for Dale Carnegie Training®. This certificate underscores Dale Carnegie's mission to provide the highest quality products and services. Dale Carnegie Training®, a company already recognized for surpassing customer expectation because of its timely, relevant training courses—a product of the company's own superior internal management systems, is now using the latest ISO quality standards.

Dale Carnegie's ISO 9001:2015 certificate includes the Management System of the design and development of training products, including translations and customization; design and development of organizational & training assessments & evaluations; training and certification of trainers.

Customer Benefits:

- Consistently high-quality trainers and training materials
- State-of-the-art assessment & measurement systems
- Customer focused and service oriented training consultants
- Products and services that are continuously improved
- Documentation systems to ensure high-quality delivery
- Products & Services designed to meet the unique needs of our customers

This Certification Expires on November 15, 2019.

Dale Carnegie is currently being reviewed for ISO 9001:2015 Certification.

National Association of State Boards of Accountancy

Dale Carnegie Training® has been approved as a CPE Sponsor by the National Association of State Boards of Accountancy (NASBA). Our registration is effective through February 28, 2018.

Dale Carnegie Sponsor Identification Number is 103450.

In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour. Graduates of Dale Carnegie Training® are eligible to receive a predetermined number of CPEs according to the following schedule (all non-learning time is removed):

In-person Instructor Delivered Courses (Group Live)

<u>Course Name:</u>	<u># of Eligible CPE's</u>
Advanced Dale Carnegie Course: Skills for Team Success (3-day)	23.4
Advanced Dale Carnegie Course: Skills for Team Success (8-week)	31.2
Advanced Presentations Skills	17.2
Analyze Problems & Make Decisions	4.5
Being an Effective Coach	4.5
Build Trust, Credibility and Respect	2.4
Building Employee Engagement	2.4
Business Development for Professional Services	2
Business Writing Basics	9
Business Writing for Executives	8.2
Change Engagement	4.5
Coaching and Feedback	16.8
Coaching for Maximum Performance	9.5
Coaching: Supportive and Directive Approaches	2.4
Communicating Effectively with People of Different Personality Styles	3.6
Conflict to Collaboration	2
Consultative Selling	25.4
Creating a Professional Demeanor	7
Critical Thinking for Decision Making and Problem Solving for Leaders	18
Critical Thinking for Employees	19
Cultural Change Initiative	15.5
Dale Carnegie Course: Effective Communication & Human Relations	46.8
Dale Carnegie Course: Skills for Success (8-week)	31.2
Dale Carnegie Effective Leadership Skills	19
Dale Carnegie Sales Training: Winning with Relationship Selling (3-day)	23.4
Dale Carnegie Sales Training: Winning with Relationship Selling (8-week)	31.2
Delivering High Impact Presentations	9.5
Developing Personal Leadership	2.4
Disagree Agreeably	2.4
Effective Business Writing	2.4
Effective Client Engagement	17.4
Effective Meeting Management	9

Effectiveness at Grant Thornton	28
Emerging Leaders	27
Emotional Intelligence for Employees	18
Emotional Intelligence for Leaders	18
Employee Engagement: The Supervisor's Role	2.4
Engaged Leadership	6
Enhancing Your Leadership Presence	9.5
Gaining Input at Meetings	2.4
Getting Rid of the Fear and Horror of Public Speaking	16.8
Goal Setting and Development Planning for Employees	2.4
Goal Setting and Development Planning for Managers	2.4
Handling Difficult People	19
Having Constructive Feed-Forward Conversations for Line Staff	3.6
Having Constructive Feed-Forward Conversations for Managers	3.6
Having Effective Feedback Conversations for Line Staff	2.4
Having Effective Feedback Conversations for Managers	2.4
High Impact Presentations	16.8
High Impact Presentations - Storytelling (1-day)	9.4
High Impact Presentations Skills (1-day)	9.8
How to Coach Employees to Peak Performance	16.8
How to Coach to Maximum Achievement	9
How to Communicate with Diplomacy and Tact	15.6
How to Connect with Others	5
How to Sell Like A Pro	27
How to Win Friends and Influence People in Business	15.6
Influencing Across the Generation	0
Influencing Skills	4.6
Interpersonal Competence for Career Growth	2.4
Leadership Essentials	19
Leadership Excellence	9
Leadership Success	31.2
Leadership Training for Managers (3-day)	23.4
Leadership Training for Managers (7-week)	27.2
Leading a Multi-Generational Workforce	16.8
Leading from the Front, Middle, and Behind	16.8
Leading Organizations/Programs	16.8
Leading Others	19.8
Leading Self and Teams	19
Make Every Interaction COUNT	9
Manage Change Effectively	3.2
Networking: Building Long-Term Relationships	2
Personal Communication Skills	13.5
Personal Leadership and Enhancing Relationships	12

Live Online Delivered Courses (Group-Internet Based)

<u>Course Name:</u>	<u># of Eligible CPE's</u>
A Manager's Guide to Sustainable Employee Engagement	6.5
Analyze Problems and Make Decisions	3.2
Attitudes for Service	3.2
Build a High Performing Virtual Team	1
Building Your Power Team	2.4
Coaching for Improved Performance	2.4
Confident, Assertive, In-Charge: Developing the Attitudes of Leadership	13
Create Your Work-Life Breakthrough	1
Critical Thinking: Tools for Effective Action	3.2
Cultivate Power without Being Intimidating	3.2
Dale Carnegie Sales Training: Winning with Relationship Selling (Live Online)	13
Delegation	3.2
Disagree Agreeably - Live Online	1
Dream Big, Focus Small: Achieve SMARTER Goals	1
Expert Online Trainer Bootcamp	9
Getting Results Without Authority	1
Goal Setting and Accountability	2.4
How to Communicate with Diplomacy and Tact - Live Online	13
How to Present Online	1
How to Win Friends and Influence Business People	13
How to Work with Difficult People. It's Not a One Size Fits All Approach.	1
Lead Change Effectively	2.4
Leading Across Generations	2.4
Leading Virtual Teams	7.2
Leading Virtual Teams - Live Online	6.5
Managing Conflict in the Workplace	3.2
Managing Workplace Stress	3.2
Marshall Goldsmith: What Got You Here Won't Get You There	6.5
Meetings That Work	2.4
Negotiations: A Human Relations Approach	2.4
Overcoming Workplace Negativity w/Enthusiasm	3.2
Performance Reviews that Motivate	1
Powerful Conversations to Engage Your Workforce	1
Present Complex Information	1
Present to Persuade	1
Present with Impact	1
Remember Names to Build Better Professional Relationships	1
Secrets of Motivation	2.4
Secrets to Leading with Assertiveness	1
Step Up to Leadership	7
Strategic Planning Essentials: Prepare for Future Success	3.2
Stress Management	1
Successful Public Speaking	3.2

Succession Planning for You and Your Managers	1
Time Management	13
Trusted Advisor Bootcamp	13
Under Pressure: So Much to Do, So Little Time – How to Manage Our Stress	1
Unleash the Power of Mentoring in Your Organization	2.4
Virtual Meetings that Engage	2.4



National College Credit Recommendation Service (NCCRS)

Since 1973, National CCRS (formerly National PONSI) has been evaluating training and education programs offered outside of the traditional college classroom setting and translating them into college credit equivalencies.

National CCRS coordinates teams of college faculty evaluators and subject matter experts to conduct extensive reviews of education and training programs offered by corporations, unions, religious organizations and proprietary schools.

Dale Carnegie's Evaluated Learning Experiences are listed below:

- [Advanced Dale Carnegie Course: Skills for Team Success](#)
- [The Dale Carnegie Course: Effective Communication and Human Relations](#)
- [How to Win Friends and Influence Business People \(DLO-0100\)](#)
- [The Dale Carnegie Course® Skills for Success \(1\)](#)
- [Dale Carnegie-High Impact Presentations \(DCHIP-1\)](#)
- [The Leadership Advantage \(0013\)](#)
- [Dale Carnegie Sales Advantage \(SA-1\)](#)
- [Generation.Next \(GN-1\)](#)
- [How to Sell Like a Pro \(0012\)](#)
- [Leadership Training for Managers \(LMT-1\)](#)
- [Leadership Training for Managers Seminar](#)
- [Leading Accountable Engagement \(DLO-0730\)](#)
- [Managing Stress and Accelerating Success \(8716\)](#)
- [Strictly Business: The Dale Carnegie Immersion Seminar \(0011\)](#)

- [Retired Course-Dale Carnegie Training Corporate \(TC-1\)](#)
- [Retired Course-Dale Carnegie-High Performance Teams \(DCHPT-1\)](#)
- [Retired Course-Dale Carnegie-Leadership Advantage \(DCLA-1\)](#)
- [Retired Course-Dale Carnegie-World Class Customer Service \(DCWCCS-1\)](#)
- [Retired Course-Generation.Next \(GN-1\)](#)
- [Retired Course-How to Sell Like a Pro \(0012\)](#)
- [Retired Course-New Start \(NS-1\)](#)

Please find the link to the NCCRS Database, of which Dale Carnegie Courses are advertised:

<http://www.nationalccrs.org/organizations/dale-carnegie-associates-inc#n2993>

To learn more about calculating CEU's, please visit ACCET's website:

<http://docs.accet.org/downloads/docs/doc17.pdf>



Professional Golfers' Association of America

The Professional Golfers Association of America has approved Dale Carnegie Training as a Continuing Education training provider and will provide PGA Professionals continuing education credits for all Dale Carnegie Training programs.

Founded in 1916, The PGA of America is the largest working sports organization in the world, comprised of more than 28,000 dedicated men and women promoting the game of golf to everyone, everywhere.

PGA Professionals can receive 1 MSR (Member Service Requirement) for every 1 hour of Dale Carnegie Training. PGA Professionals need 12 MSRs in education every three-year cycle.

PGA Major Career Paths in Which PGA Professionals are Employed

A primary goal of the PGA of America's continuing education program is to help PGA Professionals become well-rounded individuals who are committed to the traditional values of golf which are teaching, playing and promoting the game. To assist PGA Professionals and PGA PGM participants manage the vibrant schedule of continuing education programs throughout the year, the PGA of America has identified six major Career Paths in which PGA Professionals are employed. The six Career Paths are:

Golf Operations - overview of responsibilities for golf management and activities to include player development, tournament management, tee reservation services, merchandising, professional shop services, golf car fleet management, Rules interpretations and overview of golf course maintenance.

Instruction- specialization in teaching the game and managing the business side of golf instruction.

General Management - overview and management of the entire facilities.

Retail - management of merchandising for green-grass golf shops and off-course retail shops to include purchasing, inventory control, marketing and promotions and displays and modeling.

Executive Management - administration of a golf association to include membership services & benefits, philanthropy and fulfillment of the association's mission statement in the game of golf.

Ownership/Leasing - development and financing of golf facilities and all aspects of ownership and leasing.

<https://www.pga.org/sites/default/files/assets/library/Employment/career-fitness-manual.pdf>

Project Management Institute

The Project Management Institute (PMI) is the world's leading association for the project management profession. It administers a globally recognized, rigorous education and/or professional experience and examination based professional credential program. PMI's membership represents a global community with more than 200,000 professionals, representing 125 countries. PMI professionals come from virtually every major industry including aerospace, automotive, business management, construction, engineering, financial services, information technology, pharmaceuticals, health care, and telecommunications.

In order to satisfy the Continuing Certification Requirement (CCR) Program and maintain an active credential status individuals that have attained the PMP credential must accrue and report a minimum of 60 Professional Development Units (PDU's) during each 3-year CCR cycle.

The Project Management Institute has approved Dale Carnegie Training as a Registered Education Provider through January 31, 2019.

Approved In-person Instructor Delivered Training Courses

<u>Course Name:</u>	<u>PDU's</u>
Achieving Results through Trust, Collaboration & Influence	23.25
Advanced Dale Carnegie Course Skills for Team Success (3 full-days)	21
Advanced Dale Carnegie Course Skills for Team Success (8-week)	28
Advanced Presentations Skills	14
Analyze Problems and Make Decisions	3.75
Becoming a Trusted Advisor and Creating Loyal Customers	7.25
Becoming a Trusted Partner	7
Building Our People and Their Passion: Bergmann/Dale Carnegie Future Leaders	33
Business Partnering	16
Change Engagement	3.75
Confident, Assertive, in-Charge: Developing the Attitudes for Leadership	13.5
Consultative Client Relations Skills	14.5
Consultative Selling	14
Dale Carnegie Course: Skills for Success (8 week)	23.5
Dale Carnegie Management Development Course	21
Dale Carnegie Sales Training: Winning with Relationship Selling (8-week = 26 PDU's and 3-day = 22.5 PDU's)	26
Delivering Client Success: Bergmann/Dale Carnegie Future Leaders	34.5
Delivering High Impact Presentations	6.75
Developing Emotional Intelligence For Success	14
Developing Positive Attitudes for Client Service	3.25
Developing Team Collaboration Skills for Organizational Success	14.5
Effective Conflict Management Skills	14.5

Effective Facilitation & Presentations Skills Program	14
Effective Leadership Skills	37.5
Effective Negotiation Skills	14.5
Effective Presentations Skills	14.5
Effective Stakeholder Communications	7
Effective Time Management	14.5
Engagement for the Real World	13.25
Enhancing Your Coaching Skills	7.5
Enhancing Your Leadership Presence	6.75
Handling Complaints Effectively	3.25
High Impact Presentations Course	16
High Impact Presentations for Northrop Grumman	19.5
How to Communicate with Diplomacy & Tact	14
How to Handle Multiple Demands on your Time	7
How to Win Friends & Influence People in Business	11.5
Influencing Across the Organization	12.75
Inspire and Motivate	1
IT Project Manager Team Training for Los Alamos National Laboratory	24
Leadership Excellence at Pentair	22.5
Leadership Skills for Team Success	22.5
Leadership Training for Managers (7 week)	22.5
Leading Engagement	22.75
Leading without Authority	13.25
Managing High Performance Teams	15
Managing Stress and Accelerating Success	16.25
Marshall Goldsmith: What Got You Here Won't Get You There	14.5
Present to Persuade	2
Presentation and Briefing Techniques	19.25
Presentations for Success	3
Public Speaking Mastery	14.5
Sales Advantage (3 day)	24
Sales Advantage (8 week)	26
Step Up to Leadership	7
Strategic and Critical Thinking Skills Program	14.5
Strictly Business: The Dale Carnegie® Immersion Seminar	21.75
Successful Public Speaking	8.5
Tactical Leadership Communications	15
Teamwork and Leadership at BNL	5.5
The Art of Clear & Concise Communication	12.75
The Dale Carnegie Course: Effective Communications and Human Relations Course (12 week)	36
The Leadership Advantage (3 day)	22.5
Win-Win Negotiations	2.25
World Class Customer Service	14

Approved Live On-Line Courses

<u>Course Name:</u>	<u>PDU's</u>
A Manager's Guide to Sustainable Employee Engagement	6
Analyze Problems & Make Decisions	3
Appeal to Buyer Motives to Close More Sales	1
Attitudes for Service	2.75
Build a High Performing Virtual Team	1
Building Your Power team	2
Coaching for Improved Performance	2
Compelling Sales Presentations	2.75
Confident, Assertive, In-Charge: Developing the Attitudes of Leadership	11
Create Your Work Life Breakthrough	1
Critical Thinking: Tools for Effective Action	2.75
Cross & Upselling	2.75
Cultivate Power without Being Intimidating	2.75
Delegation	2.75
Disagree Agreeably	1
Dream Big, Focus Small: Achieve SMARTER Goals	1
Expert Online Trainer Bootcamp	8
Getting results w/o Authority	1
Goal Setting & Accountability	2
How to Cold Call & Build New Customers	2.75
How to Communicate with Diplomacy and Tact	11
How to Present Online	1
How to Win Friends and Influence Business People	11
Lead Change Effectively	2
Leadership & Influence	12
Leading Across Generations	2
Leading Virtual Teams	5.5
Managing Conflict in the Workplace	2.75
Managing Customer Expectations	3
Managing Workplace Stress	2.75
Marshall Goldsmith: What Got You Here Won't Get You There	5.5
Meetings That Work	2
Negotiations: A Human Relations Approach	2
Outstanding Customer Service	1
Overcoming Workplace Negativity with Enthusiasm	2.75
Performance Reviews that Motivate	1
Powerful Conversations to Engage Your Workforce	1
Present Complex Information	1
Present to Persuade	1
Present with Impact	1
Remember Names to Build Better Professional Relationships	1
Secrets of Motivation	2

Secrets to Leading with Assertiveness	1
Step Up to Leadership	5.5
Strategic Planning Essentials: Prepare for Future Success	3
Successful Public Speaking	2.75
Succession Planning for You and your Managers	1
Time Management	11
Transforming Customer Complaints into Opportunities	2.75
Trusted Advisor Bootcamp	12
Unleash the Power of Mentoring in your Organization	2
Virtual Meetings that Engage	2



Society for Human Resource Management (SHRM)

The Society for Human Resource Management has approved Dale Carnegie Training courses for Professional Development Credits (PDC's). We are listed on the SHRM website as an approved training provider at the following link:

<https://portal.shrm.org/Public/PreferredProviderDirectory.aspx?search=Dale%20Carnegie>

Dale Carnegie is an approved PDC provider for the Society for Human Resource Management through April 30, 2020.

If you need SHRM Credits for your course, please make sure to tell you Dale Carnegie Point of Contact prior to your class starting so that a unique id# can be assigned to the course by SHRM or reach out to Stefanie Wheeler directly at Stefanie.Wheeler@dalecarnegie.edu.

If a program already took place prior to it being assigned a pre-approved activity ID (and the course is approved already; listed above), please advise attendees that they can claim credit by manually entering the programming details into their SHRM certification account. The participant must retain documentation such as certificate of program completion/timed agenda for verification of attendance and educational hours spent in the program. Please reach out to Stefanie Wheeler if you have any questions on how to manually claim the credits for the course.

In-Person Delivered Courses

<u>Course Name:</u>	<u>PDC's</u>
Advanced Skills for Team Success	14.5 PDC's
Creating a Culture that attracts and Retains Millennials	2 PDC's
Customer Service and Leadership Development for PAYPRO	
Workforce Management Systems	8 PDC's
Dale Carnegie: Effective Communications & Human Relations Course	18.25 PDC's
High Impact Presentations	12 PDC's
How Great Organizations Create a Culture of Engagement	2 PDC's
How to Keep Your Staff Engaged, Energized & Motivated	6.5 PDC's
Leadership Training for Managers (7-week course)	18 PDC's
Managing Without Authority	10.25 PDC's
Skills for Success	11.5 PDC's
Stopping the Harassment: Communicating with Respect and Tolerance in Today's Polarized World	6.25 PDC's
Strictly Business: The Dale Carnegie Immersion Seminar	14.5 PDC's

The Leadership Advantage (3-day course)	18 PDC's
Trusted Advisor Bootcamp	13 PDC's
Uncovering Leadership Blind Spots	2 PDC's

Live Online Delivered Courses

<u>Course Name:</u>	<u>PDC's</u>
A Manager's Guide to Sustainable Employee Engagement	5.5 PDC's
Accountability	1 PDC's
Active Listening	1 PDC's
Adapting To Change	1 PDC's
Analyze Problems and Make Decisions	2.75 PDC's
Build a High Performing Virtual Team	1 PDC's
Building Your Power Team	1.75 PDC's
Coaching for Improved Performance	1.75 PDC's
Communicate to Lead	1 PDC's
Communicating Across Cultures	1 PDC's
Confident, Assertive, In Charge: Developing the Attitudes of Leadership	11 PDC's
Creating a Vision	1 PDC's
Cultivate Power without Being Intimidating	2.75 PDC's
Delegation	2.75 PDC's
Developing Cultural Adaptability	1 PDC's
Developing Direct Reports with Feedback	1 PDC's
Developmental Conversations	1 PDC's
Dream Big, Focus Small: Achieve SMARTER Goals	1 PDC's
Feedback That Works	1 PDC's
Getting Results Without Authority	1 PDC's
Goal Setting and Accountability (Sales + Service)	1.75 PDC's
How to Communicate with Diplomacy and Tact	11 PDC's
How to Present Online	1 PDC's
How to Win Friends and Influence Business People	11 PDC's
Lead Change Effectively	1.75 PDC's
Leading Across Generations	1.75 PDC's
Leading Change	1 PDC's
Leading Virtual Teams	5.5 PDC's
Managing Conflict in the Workplace	2.75 PDC's
Managing Conflict with Direct Reports	1 PDC's
Managing Conflict with Peers	1 PDC's
Managing Conflict with Your Boss	1 PDC's
Managing Global and Virtual Teams	1 PDC's
Negotiations: A Human Relations Approach	1.75 PDC's
Overcoming Workplace Negativity with Enthusiasm	2.75 PDC's
Performance Reviews That Motivate	1 PDC's
Powerful Conversations to Engage Your Workforce	1 PDC's
Present Complex Information	1 PDC's
Present to Persuade	1 PDC's
Present with Impact	1 PDC's
Presentations that Influence People	1 PDC's

Raising Sensitive Issues in a Team Environment	1 PDC's
Secrets Of Motivation	1.75 PDC's
Secrets to Leading with Assertiveness	1 PDC's
Selling Your Ideas to Your Organization	1 PDC's
Selling Yourself without Selling Out	1 PDC's
Step Up to Leadership	5.5 PDC's
Strategic Planning Essentials: Prepare for Future Success	2.75 PDC's
PDC's Successful Public Speaking	2.75 PDC's
Succession Planning for You and Your Managers	1 PDC's
Transforming Customer Complaints into Opportunities	2.75 PDC's
Trusted Advisor Boot camp	10.5 PDC's
Unleash the Power of Mentoring In your Organization	1.75 PDC's
Win Friends & Influence People: Secrets of Success	3 PDC's
Winning Leadership: Engage, Align, and Get Results	10.5 PDC's

The Database of Accredited Postsecondary Institutions and Programs

The accreditation database is brought to you by the U.S. Department of Education's Office of Postsecondary Education (OPE). The database is provided as a public service without warranty of any kind. The database does not constitute an endorsement by the U.S. Department of Education of any of the educational institutions or programs. OPE Recommends that this database be used as a one source for qualitative information and that additional sources of qualitative information be consulted.

What is the role of the U.S. Department of Education in postsecondary Education?

The U.S. Department of Education does not accredit educational institutions and/or programs. However, the Secretary of Education is required by law to publish a list of nationally recognized accrediting agencies that the Secretary determines to be reliable authorities as to the quality of education or training provided by the institutions of higher education and the higher education programs they accredit. The U.S. Secretary of Education also recognizes State agencies for the approval of public postsecondary vocational education and nurse education.

Please note, the Secretary of Education's recognition of accrediting agencies is limited by statute to accreditation activities within the United States. Although many recognized agencies carry out accrediting activities outside the United States, these actions are not within the legal authority of the Department of Education to recognize, are not reviewed by the Department, and the Department does not exercise any oversight over them. (Consequently, institutions and programs outside the United States that are accredited by recognized agencies are not included in this database.)

What is the role of the accrediting agency?

The goal of accreditation is to ensure that education provided by institutions of higher education meets acceptable levels of quality. Accrediting agencies, which are private educational associations of regional or national scope, develop evaluation criteria and conduct peer evaluations to assess whether or not those criteria are met. Institutions and/or programs that request an agency's evaluation and that meet an agency's criteria are then "accredited" by that agency.

<http://ope.ed.gov/accreditation/Search.aspx>



University of Central Missouri

The University of Central Missouri is now offering the world-famous Dale Carnegie Training® programs. These programs are available at your convenience through the University of Central Missouri-School of Graduate and Extended Studies. For organizations, these programs are excellent tools to develop employee talent, groom high-potential leaders, and meet the talent management needs of your organization. For individuals, these programs will help you improve your performance and increase your value to the organization you serve. Whether you are pursuing a degree, professional continuing education, or wanting to accelerate your career, these programs will help you achieve your goals.

The University of Central Missouri offers letter grade transferable college credit for participants enrolled in eligible Dale Carnegie Training programs through the University of Central Missouri. The Dale Carnegie Course (COMM 2700), the Management, Sales, and Presentations Courses may be available as elective credit towards your degree. These courses qualify for many Corporate and Civil Service Tuition Assistance Programs. Active duty Reservists, National Guard, and Veterans may be eligible for educational benefits through the GI Bill.

To enroll, request a transcript, or discuss your eligibility for Tuition Assistance or the GI Bill, please contact your local Dale Carnegie® representative or the University of Central Missouri-School of Graduate and Extended Studies at 877-SAY-UCMO Ext. 22.

Name of Course	Semester Hour(s)
Dale Carnegie Course®: Effective Communications & Human Relations	3 Hours
Dale Carnegie®: Skills for Success Course	2 Hours
Strictly Business: The Dale Carnegie® Immersion Seminar	2 Hours
Advanced Dale Carnegie Course: Skills for Team Success	2 Hours
Leadership Training for Managers	2 Hours
The Leadership Advantage	2 Hours
The Sales Advantage	2 Hours
How to Sell Like a Pro	2 Hours
Generation.Next	1 Hour
High Impact Presentations	1 Hour

If the participant **was not** enrolled through the University of Central Missouri for the course, the transcript will appear as stated below:

- UCM list Dale Carnegie Programs as "Transfer Credit" on the transcript
- Grades are posted as a Pass/Fail Course on the transcript
- UCM will list multiple courses on the transcript for only one fee of \$50.00
- Each additional transcript request is \$10.00

Eligible Dale Carnegie course grades may appear on the transcript as "P", indicating a passing grade. Under our agreement with Dale Carnegie & Associates (DCAI), UCM follows DCAI's grading rubric indicating "P" is the equivalent of "C", or better in the course.