



CUSTOMER SUCCESS STORY

A Year Later: Teens and Parents Tell of Positive Changes

Kaitlin P recently spoke to the entire senior class of her high school, comfortably and eloquently presenting her classmates with their new yearbook.

“Before I took the Dale Carnegie Teen Program I would have pushed the microphone away as far as possible. Instead I was one of the main speakers from the yearbook staff,” said Kaitlin, who enrolled in the intensive three-day leadership course last summer through Dale Carnegie Training® of Western Connecticut.

The summer 2008 session marked the first time the Naugatuck-based organization offered the program in Connecticut. Several of the 21 students who participated say they have seen a range of positive changes take effect in the year since they enrolled, and their parents enthusiastically agree.

The program’s success has prompted Bob Dickson, president of Dale Carnegie Training® of Western Connecticut, to offer the Dale Carnegie Teen Program again this year, with sessions scheduled for June 30-July 1 in Shelton.

“The growth achieved by these teens was outstanding,” Bob said. “They learned valuable skills that will help them with school and family and give them a competitive edge.”

The Dale Carnegie Teen Program uses a fun and energetic program to help teens build self-confidence, strengthen people skills, enhance communication skills, develop leadership skills and control worry and stress. Instructors lead the teens through interactive exercises designed to stretch their comfort zones and break through barriers related to low self-esteem and shyness. They also assign the teens to deliver a series of reports in front of the group in order to build their communication skills, and to read passages from Dale Carnegie’s classic book “How to Win Friends and Influence People.”

The course tackles subjects from setting goals to gaining cooperation from others, and the teens celebrate each others’ progress throughout the program. They also participate in a variety of fun activities together such as miniature golf and laser tag.

Kaitlin’s father Tom said he has seen major changes

for the better in Kaitlin and his son Brian, who took the course together last summer.

“Kaitlin was a good student but shy,” Tom said. “After taking the teen course, she began taking leadership roles in many different clubs and activities. She became much more of a leader, more open and willing to talk to people. For Brian, the goal was to help him become more focused and organized. Since last summer his grades have picked up significantly and he is much better at balancing his social life with sports, and at setting and reaching goals. I’ve seen incredible improvement.”

Kaitlin is graduating at the top of her class and plans to study biochemistry and premed in college, while Brian, a year younger, has decided to study sports medicine and become a doctor as well.

“Taking the course taught me to look more at the future, from a career point of view,” said Brian, who initially resisted attending the Teen Program. “After the program I started thinking more about what I’m going to do after high school. My grades started going up and I took more difficult courses this year.”

Brian said he has felt more self-confident since taking the Dale Carnegie Teen Program and finds it much easier to speak not only in front of groups but to individuals as well. “It’s easier to talk to people who are older than me now,” he said. “The course taught me basic skills on how to deal with people and get to know them, for instance memorizing people’s names and really listening to what a person is saying. It taught me to be genuine.”

Kaitlin said the course not only helped her become more comfortable speaking in front of a group but also turned her into more of a leader. “I always liked being in charge of things, but I was never confident enough to take charge,” she said. “Now I am.”

Caryn Vincent, the trainer for last summer’s Teen Program, said the course focuses on communication and self-confidence in order to better prepare teens for the challenges they face in

DALE CARNEGIE PROGRAM

Dale Carnegie Teen Program

CUSTOMER

Kaitlin & Brian
High School Students

high school and will face after school.

“Parents tell us their children are more focused and more willing to go out of their comfort zone and try new things after taking the course,” Caryn said. “They have a new sense of self, a new drive and energy to excel.”

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Richard H, who sent his granddaughter Chelsea to participate in last summer’s program, said he has seen an amazing change take place. He said Chelsea is a high-functioning autistic 17-year-old who has taken part in many other structured programs over the years, from summer camps to karate and swimming classes.

“Since her experience with Dale Carnegie, Chelsea has performed doubly well in school,” Richard said. “All of her school projects have earned straight A’s, her attitude has improved, her thinking is more decisive, her confidence is sky high and her body language speaks volumes. I suspect she will rise in her class standings even more as well as being better prepared for her college experience.”

Richard said the Teen Program provided Chelsea with the self-confidence and leadership skills that all parents want for their children. “I received more than my money’s worth,” he said.

Chelsea said she had been reluctant to attend the Teen Program but that she’s now very glad she did. “It was a good experience,” she said. “Now I can go up there and not have a problem with speaking in front of people. I am more comfortable relating to people. I am doing a lot better at projects and homework. And I’ve made new friends.”

Written by: Steve Higgins
Freelance writer
www.higginswriting.com