Management Worlds, Inc
Multiple Award Schedule

U.S. General Services Administration

Federal Supply Group: Professional Services
On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage ® A menu-driven database system. The internet address for GSA Advantage ® is GSAAAdvantage.gov.

Contract Number: 47QRAA19D0068
Contract Period: March 25, 2019, through March 24, 2024
Business Size: Small

Contract Administrator: Lawrence Suda
102 Station Hill Road
Barrytown, New York 12507
Email: Lsuda@managementworlds.com; lsuda@thepalatinegroup.com
Phone: 212-680-3790

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov Price list current as of Modification #PS-A812 effective February 3, 2020.

ORDERING INFORMATION

1a. Awarded Special Items Number:
SIN: OLM
SIN: 541611 Management and Financial Consulting, Acquisition and Grants
Management Support and Business Program and Project Management Services
SIN: 611430 Professional and Management Development Training
SIN: 611512 Flight Training

1b. Lowest Price Labor Category: Please see attached labor category descriptions.

1c. Description of all commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services. Please see attached labor category descriptions.

2. Maximum Order: Contractor is not obliged to accept any order in excess of $1,000,000 but is permitted to do so.


4. Geographic Coverage: Worldwide
5. Point of Production: Not Applicable.

6. Discount: Prices shown herein are Net (discount deducted).

7. Quantity Discounts: 2% on orders exceeding $200,000.

8. Prompt Payment Terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. 1%-15 Days; Net 30 Days


10a. Time of Delivery: As specified in individual task orders.

10b. Expedited Delivery: As specified in individual task orders.

10c. Overnight and 2nd Day Delivery: As specified in individual task orders.

10d. Urgent Requirements: As specified in individual task orders.

11. F.O.B Point: Destination.

12a. Ordering address(es): 102 Station Hill Road, Barrytown, NY 12507

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Addresses:
   Payment by Check: Management Worlds, Inc.
   102 Station Hill Road
   Barrytown, New York 12507

   Payment via Wire Transfer Payment via Check/U.S. Mail.

   ACH Payments:

   Management Worlds, Inc
   Bank of America
   9-Digit ABA routing number: see invoice account number.


15. Export Packing Charges: Not Applicable.

17. Terms and Conditions of Installation: *Not Applicable.*

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: *Not Applicable.*

18b. Terms and conditions for any other services (if applicable). *Not Applicable.*

18b. Terms and Conditions for any other services: *Not Applicable.*

19. List of service and distribution points: *Not Applicable.*

20. List of participating dealers: *Not Applicable.*

21. Preventive maintenance (if applicable). *Not Applicable.*

22a. *Special attributes* environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: *Not Applicable.*

22b. N/A

23. Unique Entity Identifier (UEI) Number: 198536849.

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Base Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td></td>
<td>Year 1</td>
</tr>
<tr>
<td></td>
<td>Director / Producer</td>
<td>$174.56</td>
</tr>
<tr>
<td></td>
<td>Educational Design Director</td>
<td>$181.36</td>
</tr>
<tr>
<td></td>
<td>Creative Director</td>
<td>$137.16</td>
</tr>
<tr>
<td></td>
<td>Technical Director</td>
<td>$124.69</td>
</tr>
<tr>
<td></td>
<td>Graphic Designer</td>
<td>$136.02</td>
</tr>
<tr>
<td></td>
<td>Senior Partner Consultant</td>
<td>$272.04</td>
</tr>
<tr>
<td></td>
<td>Senior Consultant</td>
<td>$249.37</td>
</tr>
<tr>
<td></td>
<td>Senior Facilitator</td>
<td>$249.37</td>
</tr>
<tr>
<td></td>
<td>Senior Simulation Designer/Programmer</td>
<td>$249.37</td>
</tr>
<tr>
<td></td>
<td>Simulation Technical Designer/Programmer</td>
<td>$181.36</td>
</tr>
<tr>
<td></td>
<td>Project Manager</td>
<td>$167.51</td>
</tr>
<tr>
<td></td>
<td>Senior Survey Analyst</td>
<td>$143.58</td>
</tr>
<tr>
<td></td>
<td>Network Producer</td>
<td>$99.00</td>
</tr>
<tr>
<td></td>
<td>Writer</td>
<td>$99.75</td>
</tr>
<tr>
<td></td>
<td>Associate Producer</td>
<td>$112.22</td>
</tr>
<tr>
<td></td>
<td>Production Crew Member</td>
<td>$99.00</td>
</tr>
<tr>
<td></td>
<td>Production</td>
<td>$92.80</td>
</tr>
<tr>
<td></td>
<td>Postproduction Editor</td>
<td>$92.80</td>
</tr>
<tr>
<td></td>
<td>Production Illustrator</td>
<td>$92.80</td>
</tr>
<tr>
<td></td>
<td>Photographer</td>
<td>$148.50</td>
</tr>
</tbody>
</table>

**Service Contract Labor Standards:** The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (***) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The
prices awarded are in line with the geographic scope of the contract (i.e., nationwide).” and relocate the statement to be below the SCLS Matrix per the Multiple Award Schedule Solicitation.

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photographer</td>
<td>13075 - Photographer V</td>
<td>2015-4187</td>
</tr>
<tr>
<td>Writer</td>
<td>30463 – Technical Writer III</td>
<td>2015-4187</td>
</tr>
<tr>
<td>Graphic Designer</td>
<td>15080 – Graphic Artist</td>
<td>2015-4187</td>
</tr>
<tr>
<td>Production Crew Member</td>
<td>13063 – Media Specialist</td>
<td>2015-4187</td>
</tr>
</tbody>
</table>

**Project Leadership Simulation 5 Days**

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Course Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Project Leadership Simulation 5 Days</td>
<td>$22,670.03</td>
<td>$23,146.10</td>
<td>$23,632.16</td>
<td>$24,128.44</td>
<td>$24,635.14</td>
</tr>
<tr>
<td>611430</td>
<td>Additional participant over 20</td>
<td>$425.00</td>
<td>$433.93</td>
<td>$443.04</td>
<td>$452.34</td>
<td>$461.84</td>
</tr>
</tbody>
</table>

Minimum # participants = 8; Maximum number participants = 20
Facility: Customer Facility or Virtual Delivery

**Project Leadership Simulation 3 Days**

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Course Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Project Leadership Simulation 3 Days</td>
<td>$18,664.99</td>
<td>$19,056.95</td>
<td>$19,457.15</td>
<td>$19,865.75</td>
<td>$20,282.93</td>
</tr>
<tr>
<td>611430</td>
<td>Additional participant over 20</td>
<td>$425.00</td>
<td>$433.93</td>
<td>$443.04</td>
<td>$452.34</td>
<td>$461.84</td>
</tr>
</tbody>
</table>

Minimum # participants = 8; Maximum number participants = 20
Facility: Customer Facility or Virtual Delivery

**Strategic Aspects of Project Leadership Simulation 5 Days**

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Course Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Strategic Aspects of Project Leadership Simulation</td>
<td>$22,695.21</td>
<td>$23,171.81</td>
<td>$23,658.42</td>
<td>$24,155.25</td>
<td>$24,662.51</td>
</tr>
<tr>
<td>611430</td>
<td>Additional participant over 20</td>
<td>$425.00</td>
<td>$433.93</td>
<td>$443.04</td>
<td>$452.34</td>
<td>$461.84</td>
</tr>
</tbody>
</table>

Minimum # participants = 8; Maximum number participants = 20
Facility: Customer Facility or Virtual Delivery
### PM Principles & Practices – 3 Days

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Course Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>PM Principles &amp; Practices</td>
<td>$17,128.46</td>
<td>$17,488.16</td>
<td>$17,855.41</td>
<td>$18,230.38</td>
<td>$18,613.21</td>
</tr>
<tr>
<td>611430</td>
<td>Additional participant over 20 participants</td>
<td>$425.00</td>
<td>$433.93</td>
<td>$443.04</td>
<td>$452.34</td>
<td>$461.84</td>
</tr>
</tbody>
</table>

Minimum # participants = 8; Maximum number participants = 20
Facility: Customer Facility or Virtual Delivery

### PM Principles & Practices – 2 Days

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Course Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>PM Principles &amp; Practices</td>
<td>$16,120.91</td>
<td>$16,459.45</td>
<td>$16,805.09</td>
<td>$17,158.00</td>
<td>$17,518.32</td>
</tr>
<tr>
<td>611430</td>
<td>Additional participant over 20 participants</td>
<td>$425.00</td>
<td>$433.93</td>
<td>$443.04</td>
<td>$452.34</td>
<td>$461.84</td>
</tr>
</tbody>
</table>

Minimum # participants = 8; Maximum number participants = 20
Facility: Customer Facility or Virtual Delivery

### Labor Category Descriptions

**Senior Partner Consultant:** With a minimum of 15 years’ experience in high level enterprise-wide consulting to large public and private sector organizations at all levels and a master’s degree, advises all other management consultants on human capital issues, as well as organizational structure, management, operations, strategy, and leadership development. Uses specialized knowledge and skill to maximize client’s business performance and ensure business continuity. Advice may involve structure, management, operations, and strategy, and leadership development. Leads other consultants on challenging complex senior level assignments to analyze and evaluate human capital leadership development procedures and provides recommendations depending on their findings; leads focus and problem solving groups; prepares business presentations and proposals; determines issues regarding human performance improvement of an organization and ensures that the client acquires the assistance required to implement the solutions or recommendations; leads teams of professionals and other consultants; formulates and executes practical change management solutions and recommendations.

**Senior Consultant:** With a minimum of 5 years’ experience and a master’s degree, advises management on Human Capital issues; uses specialized knowledge and skill to maximize the client’s business performance. Advice may involve structure, management, operations, and strategy, and the leadership development. Senior Consultants may advise on opportunities with recommendations, implementing solutions, and providing additional resources.
Senior Facilitator: With a minimum of 15 years’ experience and a master’s degree, conducts workshops in support of Leadership Development programs. Engages learners in identifying areas for learning. Creates an environment that takes advantage of learning opportunities in workshops and on-the-job.

Senior/Simulation Designer/Programmer: With a minimum of 15 years’ experience and a master’s degree, defines, designs, develops, and advises all staff on issues related to computer simulation development, and uses specialized knowledge and skill to maximize the client’s business performance. Is responsible for simulation program design, coding, testing, debugging and documentation for the most robust simulation; and has technical knowledge and responsibility for all phases of applications systems analysis and programming. Provides advice that may involve simulation structure and design. As a senior level position, makes recommendations, implements solutions, and provides additional resources as required for the company and the business continuity.

Senior/Technical Designer/Programmer: With a minimum of 7 years’ experience and a master’s degree, defines, designs and develops simulations. Works closely with team members on challenging, complex client procedures and provides recommendations based on these findings. Uses specialized knowledge and skill to maximize the client’s business performance. Provides advice that may involve simulation structure, and design. Works closely with other staff of programmers or consultants to ensure and develop the most robust simulation. As a mid-level level position, may be called upon to make recommendations, implement solutions, and provide additional expertise and resources as required for business continuity.

Technical Director: (for the purpose of training and knowledge sharing), With a minimum of 10 years and a master’s degree, defines designs, develops and plans the technical interventions ensuring consistency with the program outcomes. The Director demonstrates a commitment to the creation and application of technical assets for each client engagement that provides value to target audiences to improve overall individual and organizational performance, developing media-rich events that strategically focus on increasing participants’ learning through best practices instructional design and adult learning methodologies. Develops instructional material, coordinating, writing, and editing content, and incorporating current technology, including animation and simulations. Confirms learning objectives through needs assessments; performs design, development, execution, and evaluation; and designs and develops program materials, developing media rich events that strategically focus on in designing enterprise-wide events requiring technical know-how.

Project Manager: With a minimum of 10 years’ experience and a master’s degree, with experience in business management and an additional 5 years’ experience working on government media communications. Leads the overall effort on all tasks to meet the technical, cost and schedule requirements of the contract. Ensures that all technical and project requirements are gathered, analyzed, and properly integrated into a results-based outcome to achieve the learning objectives. Manages, plans, and coordinates project activities; reviews project proposals and plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of the projects. Establishes work plans and coordinates staffing for each project phase and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task and leads the overall effort on all tasks to meet the technical, cost and schedule requirements of the contract and ensures that all
technical and project requirements are gathered, analyzed, and properly integrated into a results-based outcome to achieve the learning objectives.

**Senior Survey Analyst (SSA):** With a minimum of 8 years’ experience and a master’s degree, advises the client on assessment and survey design issues. The SSA uses specialized knowledge and skill to research, create survey designs and production, as well as providing survey client support. Advice may involve structure, design and development of new management, leadership and team assessments related to client’s competency models. SSA may advise on opportunities with recommendations, implementing solutions, and providing cost and benefits analysis for clients.

**Network Producer** (for the purpose of training and knowledge sharing): With a minimum of 8 years’ experience and a bachelor’s degree, the network producer oversees hiring, managing, and organizing a media project (film, television). Job duties include securing funding, maintaining a schedule, and managing cast and crew. Plans and coordinates various aspects of video production. Staffs production crews and manages team members assigned to all phases of production. Serves as a quality assurance specialist during all phases of production. Collaborates with the Creative Director to ensure production requirements are met. Hires, manages, and oversees all media the company creates. Oversees the media budget. Handles the client's production through script to final editing. Manages resources, budgets and time schedules related to the development of both video and interactive productions. Responsible for editing the final product and integrating motion graphics, audio, raw footage, and images.

**Writer:** With a minimum of 5 years’ experience and a bachelor’s degree, the research investigators by performing complex research on various management and technology topics related to the science of leadership and management. Research projects and may perform independent research or performs various clerical and editorial duties; compiles, processes and analyzes data. Revises written material to meet personal standards and satisfy needs of client, publisher, director, or producer; selects subject or theme for writing project based on personal interest and writing specialty, or assignment from client, producer, or director; writes copy for scripts and copy for print and broadcast media (for the purpose of training and knowledge sharing).

**Director/Producer** (for the purpose of training and knowledge sharing): With a minimum of 15 years’ experience as a director of high-quality short format and long format media production for training programs (traditional and internet-based), outreach and broadcast from electronic media to print. Master’s degree.

**Education Design Director:** Master’s degree. With a minimum of 10 years’ experience developing curricula that strategically focuses on increasing participants’ learning through best practices, instructional design, and adult learning methodologies. Defines designs, develops and plans the learning events, ensuring consistency with the program outcomes. The Design Director demonstrates a commitment to the creation and application of leadership knowledge that provides value to target audiences to improve overall individual and organizational performance; interfaces with the government technical representative to design and deliver workshop materials; stays current in the field of leadership development and instructional design and applies this knowledge to enhance programs; puts expertise to practical use on each workshop design; seeks out technical expertise inside and outside of the organization to bring the best resources to bear on solving the design problems. Motivates other consultants to take innovative approaches to workshop design challenges.
Creative Director: (for the purpose of training and knowledge sharing). With a minimum of 10 years of professional experience for the management and oversight of design and production development. Master’s degree. Manages creative client accounts and offers strategy and counsel on materials development. Coordinates and delegates assignments to designers and production staff based on skills. Develops estimates and oversees budgeting and schedules. Creative direction for video, web, and interactive development projects. Demonstrates a commitment to the creation of media for each client engagement that provides value to target audiences to improve overall individual and organizational performance. Interfaces with clients to design and deliver media rich materials in various forms. Stays current in the field of media development and social media design and apply that knowledge to enhance the program; seeks out technical expertise inside and outside of the organization to bring the best resources to bear on solving the design problems. Motivates staff to take innovative approaches to workshop design challenges.

Graphic Designer: (for the purpose of training and knowledge sharing). With a minimum of 5 years’ experience and a bachelor’s degree, designs print, broadcast, interactive media, and online communications. Responsible for concept development, design, and execution of a variety of print and electronic materials. Works directly with senior creative staff and clients to develop graphic concepts.

Associate Producer (for the purpose of training and knowledge sharing). With a minimum of 5 years’ experience and a bachelor’s degree, is involved in all stages of the production process and assists the senior staff with logistics and on-location duties such as monitoring the production schedule and organizing crew members. Works with the creative team to improve overall individual and organizational performance. Stays current in the field of media development and instructional design and applies that knowledge to enhance programs. Assists producers, directors and editors.

Production Crew Member (for the purpose of training and knowledge sharing). 5 years’ experience and a bachelor’s degree. The crew member is part of a production crew and is involved in all stages of the production process. Assists the Creative Director with logistics and on-location duties such as monitoring the production schedule and organizing crew members.

Production: (for the purpose of training and knowledge sharing). Production team members may include front office staff such as the Production Manager, the Production Coordinator, Production assistants, and Locations Manager. Bachelor’s degree and 5 years of experience developing media rich events that strategically focus on increasing participants learning through best practices instructional design and adult learning methodologies. The production crew is involved in the day-to-day production of media for each client engagement. Production team members work closely with the Producer and Director to ensure all aspects of the media production run smoothly and on-time and budget and are responsible for set design. They work closely with the Creative Designer and coordinate with the Production Illustrator Director. This position requires the following: developing instructional material, coordinating, writing, and editing content, and incorporating current technology including animation and simulations; confirming learning objectives through needs assessments; performing design, development, execution, and evaluation; and designing and developing program materials. Bachelor or master’s degree or equivalent experience in designing media rich events is required.
Postproduction Editor: (for the purpose of training and knowledge sharing). With a minimum of 5 years’ experience and a bachelor’s degree, responsible for editing the final media program or product and integrating motion graphics, audio, raw footage, and images. Utilizes program like Final Cut Pro as the primary software for editing. Encodes video for a variety of formats including DVD, Broadcast, and the web. Also develops and authors DVD navigation and menus. Responsible for logging and capturing footage obtained during the shoot. Organizes digital content during post-production.

Production Illustrator: (for the purpose of training and knowledge sharing), Bachelor’s degree and 5 years’ experience in developing media rich events that strategically focus on increasing participants’ learning through best practices, instructional design, and adult learning methodologies. Combines art, design, and creative skills to develop ideas and produce original visual images for a wide range of products. Works in different stages including discussing client needs and identifying a target audience for the work; develops visual ideas that suit the brief; uses drawing, sketching, painting, and photographic skills to produce illustrations.

Photographer: (for the purpose of training and knowledge sharing), With a minimum of 5 years’ experience and a bachelor’s degree, plans, directs, and coordinates filming by conferring with the Creative Director regarding the interpretation of a scene and the desired effects. Observes set or location and reviews other information relating to natural or artificial conditions to determine filming and lighting requirements. Selects cameras, accessories, equipment, and film stock, utilizing knowledge of filming techniques, filming requirements, and computations. Instructs camera operators regarding camera setup, angles, distances, movement, and other variables and signals cues for starting and stopping filming. Plans all aspects of lighting a photography shoot a training event. Works under the direction of the Creative Director to convey the desired effect.

Training Descriptions

SIN: 611430 Professional and Management Development Training

Overview - Classroom and Virtual Training
Management Worlds provides our project management simulations to Fortune 100 Companies and the Federal Government. In the Management Worlds core courses, project practitioners learn about the fundamentals and the complexities of project and program management. Additional courses focus on technical project competencies, business project management, program control, Work Breakdown Structure, cost estimating, requirements, proposal writing and teaming.

Workshop Offerings

Project Leadership Simulation
This course provides application of project management techniques for personnel managing work at the project level. Participants learn about project management through lectures, discussion, and practice. Participants work together in teams on a project management simulation and learn to apply project management principles as they develop a productive team.
Major Topics and Course Highlights: Project Planning Process; Project Control; Team Process; Refining Objectives & Priorities; Resources Planning; Personality Types; Action Planning; Team Development; Decision Making; Lessons Learned; Baseline Management; Risk Management; Managing Complex Projects; Change Management Stakeholder Management; Communications; Leadership; Team Assessments.

Format: Computer simulation, lecture, discussion, hands-on, practical exercises and case studies.
Length: 3 to 5 days

Strategic Aspects of Project Leadership Simulation
This hands-on, practical workshop covers the big picture of managing complex programs and projects by taking an enterprise-wide view of project management. The course theme is balancing competing priorities for business success, customer satisfaction and workforce management. Participants take over and manage a multi-project management simulation.

Major Topics and Course Highlights: Program/Complex Project Management; Enterprise-Wide Project Management; Enterprise-Wide Systems Perspective; Thinking Strategically; Enterprise Metrics; Capacity Planning; Cross Project-Function Team Development; Balancing Business Success; Customer Satisfaction and Workforce Management; Portfolio Project Management; Leadership and Influence; Organizational Risks/Constraints; Aggregate Planning; Strategic Implementation; Aligning Priorities With Organizational Strategy; Best and Emerging Practices.

Format: Lectures, discussion, computer simulation, hands-on, practical group exercises, case studies, individual and team assessments.
Length: 3 to 5 days

Project Principles & Practices
This two or three-day workshop provides a ten-step process to plan and control projects. The workshop covers the fundamentals of project management tools and techniques.

Major Topics and Course Highlights: Project Management; Project Definition; Work Breakdown Structure; Generate Tasks; Roles and Responsibilities; Task Sequencing; Resource Scheduling; Schedules; Project Budget; Risk Management; Monitor and Control; Post-Project Review; Critical Path Method; Gantt Charts; Networks; Resource Allocation Charts; Responsibility Matrix; Baseline Management.

Format: Lectures, discussion, small and large group exercises, case studies.
Length: 2-3 days

SIN: 541611 Management and Financial Consulting, Acquisition and Grants Management Support and Business Program and Project Management Services

Overview
In today’s rapidly changing environment, all government organizations are facing complex issues that affect their management approaches. Management Worlds can provide expert advice, assistance, and guidance in management integration services, and solve an array of complex management problems through our unique interventions. These services may include management and leadership studies, strategic planning, analysis and development of new
approaches for process and productivity improvements. Implementation of recommendations may involve performance improvement technologies, educational design using simulation technology, web-based knowledge management systems or paper systems, whichever is most appropriate and cost effective.

Management Worlds has a proven track record in helping organizations manage by projects, define performance problems, identify root causes, determine solutions, and implement solutions that get results. Our performance technologies, consulting and skilled facilitation are used to provide expert analysis and provide sound recommendations to organizations. We also provide timely interventions to project start-up teams by providing appropriate strategies that can help make their project endeavor more cost effective.

**Performance Support**
Management Worlds’ Performance Support offerings encompass the customized design, development, implementation and evaluation of products and services for the purpose of increasing learning and performance for individuals in a program or project team setting. Our Performance Support approach is a process that links learning with direct application. There are three broad stages in our Performance Support strategy—diagnosis, implementation, and evaluation. All stages of Performance Support are closely integrated and collaboration with the project manager and team is essential.

**Diagnostic Assessment Tools**
Management Worlds recognizes that Project Managers benefit from credible metrics about their performance. We therefore provide assessment diagnostics to measure performance in an area and then provide prescriptive strategies to enhance that performance. In assessing performance, we use diagnostic instruments ranging from simple, low-cost yet high-value methods thru more robust and expensive tools. We then consult with clients to interpret results and build developmental strategies. These baseline assessments, along with periodic re-assessments, give trend metrics that document the effects of our performance strategies.

Management Worlds’ assessment tools cover the following performance areas: organizational, teams, individual focused assessments, and are designed to increase the utility of survey data, reduce user time to complete, and provide for electronic database trend analysis and profiles. We have available organization, team performance, individual leadership, coaching skills and interpersonal competencies, organizational characteristics and employee attitudes.

Project Managers can oversee all selections, including what service, by whom it is administered and when it is given. The content assessment scores are under the sole control of the project customer. These assessments are available for use in enhancing project performance.

- **Project Leadership Assessment and Development** measures the effectiveness of a leader's behaviors, as (anonymously) observed by project associates. Scores and conclusions are under the control of the person assessed.
- **Culture and Climate Assessment and Development** measures the efficiency of a project organization's culture, as (anonymously) observed by members of the organization. Or, it measures the efficiency of behaviors across an interface between organizations, as (anonymously) observed by members of the organizations.
- **Teamwork, Teammate Assessment and Development** surveys team members quickly and anonymously for strengths and opportunities for improvement within the project. Development of teamwork is guided by the results of the survey.
- **Knowledge Assessment and Learning** is a web-based application designed to measure the content of project management knowledge that project people possess and need to have on the job. This application has both a learning mode with private scoring and an assessment mode with scores available to authorized people. This supports a specific definition of project knowledge, individual learning, and group assessment. Organizations and Project Managers may consider putting their project's team members through this assessment to develop a baseline of knowledge.

- **Executive Coaching** in person, by phone or on-line to help senior managers identify critical success factors, identify, strengths and weaknesses in the organization or in themselves and develop action plans.

**Project Life Cycle Support**
When project teams require assistance, another resource is our "Project Life Cycle Support". For teams preparing for a project review, seeking help with programmatic documents, or determining the next critical step in their team development, Management Worlds' services increase the project team's probability of success by delivering the right support at the right time.

Management Worlds can provide expertise throughout a project's life cycle, from project initiation through implementation and evaluation. Support ranges from consultations on team performance to tailored instruction and project management approaches. Specific developmental activities can be provided on topics such as the construction of work breakdown structures, planning and scheduling, risk management, requirements definition, systems engineering, earned value management, and review preparation.

**Development Process**
Knowing the critical behaviors that distinguish highly effective project leaders from less effective performers is the cornerstone of staffing and of determining developmental priorities. Management Worlds coaching and facilitation support can help you identify these success behaviors for your core project jobs. Management Worlds can help devise a road map of competencies required to attain the necessary project management professional development goals. The process provides a learning strategy to develop project managers -- a strategy that integrates coursework with knowledge sharing, performance support activities, and workplace experiences.

**Knowledge Sharing**
Management knowledge, as opposed to technical or scientific knowledge, is much more tacit than explicit. Management knowledge can be problematic because it is highly contextual and complex and difficult to render into generically valid forms. Management Worlds can help your organization embody knowledge, connect it, articulate it and share it. We have a unique approach to storytelling and sharing, case studies, and open forums. We can help you build and support project manager communities of practice by capturing and disseminating good practices from your best project management performers.

**Best Practices Capture and Deployment**
Management Worlds has researched project management best practices for over 20 years. Using that knowledge, Management Worlds created and developed templates for web-based interactive case studies and story-based on-line learning and printed materials. We help clients develop knowledge sharing strategies, processes and support that become the foundation for learning solutions that help solve complex project management problems. Our assumption is that much of the knowledge about making projects successful already exists in your organization and by many
of your top performers. These highly treasured, experienced, and skilled people stand to offer high value to all your projects. Establishing the right systems and processes that aid in capturing and managing these reusable assets is critical to achieving more project successes.

With our extensive range of content specialists, Management Worlds, and our digital division, Green Focus Films, help provide knowledge and learning solutions through a combination of means, including web-enabled products and performance support tools, mobile learning, innovative workshops, and knowledge sharing resources. Our knowledge solutions are delivered via desktop, laptop, handheld, or in the classroom. We also can meet a client’s requirements for application development, implementation and hosting, information architecture, digital animation, film and video, interactive multimedia, management, and other services related to online, wireless, and broadband applications. 16by9’s team of creative directors, writers, content designers, information architects and programmers provide user experiences from concept and design to implementation and delivery.

Web Capabilities
Management Worlds has experience providing on-line performance enhancement to large government agencies and private industry. We offer innovative ways of approaching traditional business challenges and we have the skills and expertise to extend these unique solutions to the program and project management community. Our performance enhancement solutions have included everything from courses and user research to interactive case studies and project management and leadership tools—all on-line. Below is a sample of some of the solutions we can provide:

- **On-line Discussion Boards and Chat Sessions** to extend the program and project management community to the on-line environment and create opportunities for knowledge sharing and “idea centers.” This provides the opportunity to discuss project challenges and solutions in an open forum with fellow program and project managers. Create “events” around special subject matter experts and topics where participants can submit queries, ask advice, and discuss unique challenges they face in their day-to-day duties.

- **Customized On-line Courses** Performed in collaboration with team experts, Management Worlds can design an e-learning web course outlining and teaching some of the fundamental tenets of project management. By drawing on some of the greatest challenges faced by management teams, case-based e-learning courses include a series of interactive exercises, examples, and lessons learned that are intended to teach management skills necessary for ensuring success.

- **Mini Leadership Tools** to create mini tools that allow project managers to explore, learn about, and implement popular leadership theories and techniques. Each tool will not only teach effective leadership, but also introduce ideas that project managers can apply to their projects, no matter how large or small. In addition to the core responsibilities of a project manager, several mini tools focus on the soft skills or people skills necessary to become an effective project manager. Tools often are delivered in sets of 5-6 by theme and accompanied by worksheets that engage the user.

- **Interactive Case Studies** that aim to expose practitioners to real-life, relevant, and intellectually engaging situations, thus enabling them to optimize operations, increase productivity, and hone their leadership skills through an efficient transfer of best/good practice knowledge. All case studies are based on actual projects.

- **Project Team Profiles.** Management Worlds has designed, developed, distributed, processed, and created profiles, assessment instruments and surveys to support the achievement of program and project objectives for teams within the organization. Profiles are available to promote connectivity with the public and to promote self-awareness within the organization.
- **On-line Performance Enhancement Tools and Assessment** To better assess the performance support needs of individual projects and their managers, Management Worlds utilizes very robust assessment tools that link performance support and knowledge capture. Utilizing the collected information drives team alignment, gains agreement about important issues, and assures discipline for executing an action plan tied to accountability. Dynamic models help teams find key result areas, make comparisons between senior officials (program manager) and a team's responses (project manager, team, vendors, suppliers, etc), as well as compare, map and validate the findings to accountable actions.

- **Server Management and Maintenance** for any tools or a subsidiary web site that includes updating and refreshing it with new content, fixing bugs, and archiving documents. Maintenance includes ensuring that all solutions adhere to our customer’s IT standards and regulations.

**FACILITATION SERVICES**

**Overview**

Management Worlds provides facilitation and related decision support services to agencies engaged in collaboration efforts, working groups, or integrated product, process or self-directed teams. Management Worlds’ consultants have extensive experience in bringing together diverse teams and groups with common and divergent interests and mind models that may require a neutral party to assist them in: the use of problem solving techniques; resolving disagreements and divergent views; defining and redefining an agenda; convening and leading large and small group briefings and discussions; providing a draft for the permanent record; recording discussion content; focusing decision-making; debriefing; overall planning.

Management Worlds’ facilitation services help organizations manage team processes and outcomes to improve teamwork with collaborative problem solving. We guide intact project teams through decision-making, problem solving and planning techniques, and lead large and small project groups through briefings and discussions. Our performance consultants have excellent interpersonal and communication skills that enable them to facilitate diverse groups in both industry and government. In addition to the related project assignments presented below, Management Worlds’ workshops that include our simulation technology teach participants these competencies. Also, in developing, customizing, or modifying our simulations, we facilitate forums in user and senior management collaboration sessions to gain valuable input into how to change the existing models to parallel the organization or environment more closely, processes and procedures.

**Team Development Interventions.** Leaders and team members learn to produce high performance teams in a workshop tailored to address specific project challenges. The workshop surveys a project's current team performance, and then presents intervention strategies for creating and sustaining a more effective teaming environment.

**Creating and Building Productive Teams.** Whether co-located or teaming remotely, project staff must meet the challenges of building trust, empowering others, providing feedback, and managing conflicts. Management Worlds consultants work with managers and team members to apply the key attributes of high-performance teams and to understand how they are re-enforced and challenged by organizational strategy, business management decisions, and work environment. Coaching and workshops also help teams to adapt quickly to dynamic situations.

**Individual & Team Coaching.** We help project drive project performance to higher levels. Management Worlds coaching support give these individuals and your organization every
opportunity to succeed through our individualized, in-depth coaching programs. Team and leadership performance drive your success. Don’t leave these critical developmental activities to chance. Our coaching help can raise the performance of teams and leaders to new levels of excellence through our professionally facilitated programs.

**Effective Collaboration.** focuses on the art of team problem solving for project success. Support sessions combine theory with practical application in order to address issues such as building consensus, communicating effectively, reaching collaborative decisions, and avoiding "groupthink."

**Planning and Scheduling.** Effective project planning enables practitioners to reduce the scope and quantity of problems during implementation. Management Worlds delivers planning and scheduling support to project teams when they need it and where they need it, by working on-site at Center locations.

**Facilitated Planning.** In planning sessions, Management Worlds coaches prepare managers and their teams to deliver the right technical solution on time and on budget. Coaches assist teams to develop concepts, strategic plans, business cases, requirements, and Work Breakdown Structures, as well as to address any other planning challenges.

**Expert Practitioners.** Management Worlds can also find the right “Expert Practitioner” who has deep experience in applying specific knowledge and technology to your business environment and help increase productivity and probability of project success.

**Subject Matter Experts.** Management Worlds can locate the appropriate Subject Matter Expert within an organization who has the deep theoretical and practical knowledge who can also coach to increase productivity and probability of success. This is particularly true when you need a member of your team with the mastery of knowledge that brings creative synergy to handle a difficult situation. The subject matter experts assist project people to do the project's work. They do not deliver work product, and they do not displace any project people or resources.

**SURVEY SERVICES**
Management Worlds provides expert consultation, assistance and deliverables associated with all aspects of surveying within the context of a Government Organization. Management Worlds has significant experience in designing, developing, tailoring, and administering surveys and assessments and analyzing their results. We have provided services to collect and assess the performance of individuals and organizations using various types to surveys. Our surveys range from simple questionnaires to more complex robust feedback instruments and techniques. Our expertise includes, but are not limited to, the following areas of survey services: planning survey design; defining and refining the agenda; administering surveys using various types of data collection methods; sampling; survey development; database administration; analysis of quantitative and qualitative survey data; pre-test or pilot-test surveying; survey reliability and validity assessment. Our reports include description and summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and representativeness of data; discussion of recommendations and follow-up action.