On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

MAS SCHEDULE

Information Technology Category

Special Item Number (SIN) 54151S STLOC/RC - IT Professional Services

Professional Services Category

Special Item Number (SIN) 541611/RC - Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Special Item Number (SIN) 611430/RC - Professional and Management Development Training

Contract Number: 47QTCA18D00GA

Contract Period: August 1, 2018 through July 31, 2023
Catalog effective through Modification PO-0006 dated August 30, 2021.

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

Contractor: Alga7Solutions.com, LLC

15511 Finchingfield Way
Upper Marlboro, MD, 20774-8090
202-434-8948 (Phone Number)
202-863-0396 (Fax Number)
http://www.alga7solutions.com (Website)
wwashington@alga7solutions.com (Email)

Contract Administrator: Will Washington, President
15511 Finchingfield Way
Upper Marlboro, MD, 20774-8090
202-434-8948 (Phone Number)
202-863-0396 (Fax Number)
wwashington@alga7solutions.com (Email)

BUSINESS SIZE: Small, Disadvantaged Minority Owned Business
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S/STLOC/RC</td>
<td>IT Professional Services</td>
</tr>
<tr>
<td>611430/RC</td>
<td>Professional and Management Development Training</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit of one) See attached pricelist.

1c. HOURLY RATES (Services only): See attached pricelist.

2. MAXIMUM ORDER*: SIN 54151S - $500,000, SIN 541611, 611430 - $1,000,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic, 50 states and US Territories.

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): add’l 2% for orders over $250k

8. PROMPT PAYMENT TERMS: Net 30 Days

9. FOREIGN ITEMS: N/A

10a. TIME OF DELIVERY: Per task order

10b. EXPEDITED DELIVERY: Contact Contractor

10c. OVERNIGHT AND 2DAY DELIVERY: Contact Contractor

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
11. **FOB POINT:** Destination

12a. **ORDERING ADDRESS:** Same as Contractor

12b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

13. **PAYMENT ADDRESS:** Same as Contractor

14. **WARRANTY PROVISION:** N/A

15. **EXPORT PACKING CHARGES:** N/A

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

18. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

19. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

20. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

21. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

22. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

23a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

23b. **Section 508 Compliance for Electronic and Information Technology (EIT):** Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

24. **DUNS NUMBER:** 080216855 **CAGE CODE:** 7LTJ1

25. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.
### GSA PRICELIST

#### SIN 54151S Information Technology Professional Services

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price 8/1/21 - 7/31/22</th>
<th>GSA Price 8/1/22 - 7/31/23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database Administrator</td>
<td>$106.43</td>
<td>$108.88</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$174.12</td>
<td>$178.12</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$138.98</td>
<td>$142.18</td>
</tr>
<tr>
<td>Senior Application/Development Specialist</td>
<td>$116.20</td>
<td>$118.87</td>
</tr>
<tr>
<td>Senior Business Analyst</td>
<td>$149.54</td>
<td>$152.98</td>
</tr>
<tr>
<td>Subject Matter Expert I</td>
<td>$180.44</td>
<td>$184.59</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>$238.83</td>
<td>$244.32</td>
</tr>
<tr>
<td>Systems Analyst I</td>
<td>$98.64</td>
<td>$100.90</td>
</tr>
<tr>
<td>Web Designer</td>
<td>$117.30</td>
<td>$119.99</td>
</tr>
</tbody>
</table>

#### SIN 541611/611430 Management and Financial Consulting, Acquisition and Grants

Management Support, Business Program and Project Management Services and Professional and Management Development Training

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price 8/1/21 - 7/31/22</th>
<th>GSA Price 8/1/22 - 7/31/23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Coach</td>
<td>$171.10</td>
<td>$175.04</td>
</tr>
<tr>
<td>Facilitator</td>
<td>$365.68</td>
<td>$374.09</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$183.12</td>
<td>$187.33</td>
</tr>
<tr>
<td>Strategic Planning Facilitators</td>
<td>$204.60</td>
<td>$209.30</td>
</tr>
<tr>
<td>Sr. Trainer</td>
<td>$341.69</td>
<td>$349.54</td>
</tr>
<tr>
<td>Trainer</td>
<td>$287.72</td>
<td>$294.34</td>
</tr>
</tbody>
</table>

### Training Course

<table>
<thead>
<tr>
<th>Training Course</th>
<th>GSA Rate Half Day</th>
<th>GSA Rate Full Day</th>
<th>GSA Rate Two Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>360° Feedback Training</td>
<td>n/a</td>
<td>n/a</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Advanced Business Writing</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Appropriations Law</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Assertive Skills for Professionals</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Entrepreneurship 101</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Business Writing</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Career Decision-making</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Career Management Techniques</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Change Management</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Coaching Employees</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Communicating Effectively</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Conducting a Collaborative Performance Appraisal</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Conflict Management Training</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Congressional Writing</td>
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<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Creative Thinking and Problem Solving</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Customer Service Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Dealing With Difficult People</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>DISC Behavioral Style Training</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Diversity Training</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>n/a</td>
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<tr>
<td>Enhancing Your Management Style</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Federal Resume, OF-612 and KSA Preparation</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Giving and Receiving Feedback</td>
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<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Group Facilitation Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Individual Development Plan (IDP) Preparation</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Leadership Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Meeting Management Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Training Course</td>
<td>GSA Rate Half Day</td>
<td>GSA Rate Full Day</td>
<td>GSA Rate Two Days</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------------</td>
<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Mentoring 101</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Motivating Employees</td>
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<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>MS Access</td>
<td>n/a</td>
<td>$2,679.95</td>
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<tr>
<td>MS Excel</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>MS FrontPage</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>MS Outlook</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>MS PowerPoint</td>
<td>n/a</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>MS Project</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>MS Word</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Myers-Briggs Personality Type Training</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Networking for Success</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Organization Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Presentation and Briefing Skills</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Presenting With PowerPoint</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Problem Solving and Decision Making</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Professionalism in the Workplace</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Project Management, Advanced</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Project Management, Intermediate</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Project Management, Introduction</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Researching and Applying for Job Leads</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Resume and Cover Letter Writing</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Retreats</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$5,742.75</td>
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<tr>
<td>Sexual Harassment Prevention Training</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>n/a</td>
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<tr>
<td>Strategic Planning</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
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<tr>
<td>Stress Management</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Successful Interviewing Skills for Hiring Officials</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Successful Interviewing Skills for Job Candidates</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Teambuilding</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Teambuilding for Team Members</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Teambuilding for Team Supervisors</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Technical Writing</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Time Management</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Train-the-Trainers</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
<tr>
<td>Writing Strong Knowledge, Skills and Ability Statements</td>
<td>$1,722.83</td>
<td>$2,679.95</td>
<td>$4,785.63</td>
</tr>
</tbody>
</table>

Alga7 Solutions.com Labor Category Descriptions

The following substitutions of experience for education are acceptable where noted in a labor category description.

<table>
<thead>
<tr>
<th>Degree/Experience</th>
<th>Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate</td>
<td>High School Diploma + 1 year relevant experience</td>
</tr>
<tr>
<td>Bachelors</td>
<td>Associate’s degree + 1 year relevant experience or High School Diploma + 2 years relevant experience</td>
</tr>
<tr>
<td>Masters</td>
<td>Bachelor’s degree + 2 years relevant experience</td>
</tr>
<tr>
<td>Doctorate/PhD</td>
<td>Master’s degree + 2 years relevant experience or Bachelor’s degree + 4 years relevant experience</td>
</tr>
</tbody>
</table>

SIN 54151S Information Technology

Database Administrator

Responsibilities: Performs day-to-day database maintenance, including data archival, data recovery, anomaly detection and data entry.
- Develops systems and process to monitor data integrity issues.
- Troubleshoots and resolves operational problems.
- Tests new applications and procedures.
• Corrects data as required and provides feedback to appropriate personnel.
• Accumulates and stores data from diverse sources.
• Analyzes information, runs queries to ensure accuracy and to generate regular and customized reports. Creates reports as may be required of system data problems.
• Proactively reviews and improves overall system data processes to ensure high integrity of information.

Education: Bachelor’s degree in a directly related field.
Experience: 4 years of direct experience required including basic knowledge of one or more management information system concepts, or information science concepts, such as general computing, database structure and programming languages, Microsoft Access and Visual Basic for Applications, Microsoft SQL and Oracle or UNIX-based systems (such as CUADRA STAR).

Program Manager (PM)
Responsibilities: Provides broad program oversight over a large, multi-functional service contract. Exercises independent judgment as well as high level and analytical skills in solving complex and unusual managerial, technical and administrative problems. Ultimately responsible for staffing, program planning, execution, performance, quality control and deliverables. Interfaces directly with program personnel to ensure full program results and compliance.
• Ensures maximum effectiveness in use of resources.
• Leads and oversees all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation. Provides direction to contract management and administrative and other support staff.
• Coordinates and leads all contract level programs and projects. Provides innovative management solutions to client. Provides management and technical direction of program and provides internal planning, guidance and management structure for tracking accomplishment of work assigned.
• Organizes, directs and coordinates with contract managers on planning and production for all contract support activity across all tasks. Oversees integration and coordination of new projects and provides plans to address workload spikes. Ensures services and deliverables are completed, reviewed, accurate, and submitted on time (narrative and statistical reports, invoices, procedural manuals, customized reports etc).
• Works with client on the evolution of performance standards for a wide variety of activities including information or technical research, library services, instructional design and records management.
• Provides support for marketing and outreach activities and for informal and formal events with client and staff. May be required to identify and provide appropriate consultants per the requirement in the contract.
• Responsible for ensuring communication is maintained with the Government on all aspects of the contract. Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Confirms to client that new projects or initiatives fall with-in LOE (level of effort). Communicates client expectations to contract staff.

Education: Bachelor’s degree in relevant subject area.
Experience: 12 years of contract experience managing progressively more complex, large, and costly contracts.

Project Manager
Responsibilities: Serves as the project manager for large or complex project or groups of tasks. The project manager ensures the timely and successful performance of the tasks. The project manager usually reports to a program manager but may report directly to the client’s representative. Under guidance from the Program Manager, responsible for the overall management of specific
tasks/projects.

- Ensures technical solutions and schedules are implemented in a timely manner.
- Provides management and technical direction of project and provides internal planning, guidance and management structure for tracking accomplishment of work assigned.
- Manages an automation tool for an associated function such as training.
- Assigns resources where needed while taking into consideration contractual and budgetary constraints.
- Evaluates requests for services to determine impact and risk to current services and provide recommendations based on criticality and available resources.
- Assists with issue resolution and negotiation of services when conflicting requirements are identified.
- Ensures maximum effectiveness in use of resources. Submits to the PM and client reviews of staff level required to meet current and pending requirements.
- Ensures staff is trained and certified on automation tools used by client.
- Manages ad hoc projects as required by the government.
- Leads or assists with all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation.
- Contributes to formal initiatives. Assists PM and DPM with development an implementation of plans to address workload spikes.
- Communicates client expectations on performance standards to contract staff.
- Provides motivation/instruction for staff to achieve performance standards.
- Assists the PM and the DPM with new initiatives or projects and with the development of innovative management solutions for the client.
- Meets routinely with the Government and contract staff.
- Compiles and QC’s all statistical reports.
- Develops and updates procedural manuals.
- Provides input for reports and for other deliverables.
- Provides input to the PM and the DPM concerning performance standards.
- Provides input, planning support and implementation support for marketing and outreach activities and for informal and formal events with client and staff.

**Education:** Bachelor’s degree in business administration or other relevant area.

**Experience:** 5 years of experience with increasingly larger and complex projects and programs.

**Senior Application / Development Specialist**

**Responsibilities:** Combines a knowledge of various applications, requirements and their business process expertise into setups of specific modules.
- Creates and performs regression testing.
- Provides training and post-production support.

**Education:** Bachelor’s degree in a relevant area.

**Experience:** 4 years of experience in applicable computer system.

**Senior Business Analyst**

**Responsibilities:** Assists in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages.
- Assesses the operational and functional baseline of an organization and its organizational components and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations.
- Identifies information technology inadequacies and/or deficiencies that affect the functional
area’s ability to support/meet organizational goals.
• Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization.
• Participates in strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks.

**Education:** Bachelor’s degree in business administration or other relevant area.
**Experience:** 5 years of experience with increasingly larger and complex projects and programs.

**Subject Matter Expert I**
**Responsibilities:** Serves as advisor to customer’s executive management team in a variety of capacities.
• Provides advice and expertise in IT governance, policies, procedures, standards, and guidelines, strategic planning and process improvement methods, change, performance, quality, and risk management.
• Assigned to a project to provide management support as a member of a team to assist in the development of the project artifacts in accordance with the Project Plan.

**Education:** Bachelor’s degree in an area related to the designated area of expertise.
**Experience:** 7 years of experience in the specific area of expertise.

**Subject Matter Expert II**
**Responsibilities:** Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that require graduate level knowledge of the subject matter for effective implementation.
• Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced principles and methods, to exceptionally difficult and narrowly defined technical problem to arrive at solutions.

**Education:** Master’s degree in designated area of expertise.
**Experience:** 12 years of experience in the specific area of expertise in which the advisory services are provided.

**System Analyst I**
**Responsibilities:** Develops software within an organization.
• Directs the software engineering function in developing, releasing, and maintaining software applications/operating systems according to business needs.

**Education:** Bachelor’s degree with certification in applicable software.
**Experience:** 3 years of experience in software area being developed.

**Web Designer**
**Responsibilities:** Designs and builds web pages using a variety of graphics software applications, techniques and tools.
• Designs and develops user interface features, site animation, and special-effects elements.
• Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings.
• Designs the website to support the organization’s strategies and goals relative to external communications.

**Education:** Certification and training in web design and data management software.
**Experience:** 4 years of experience in software related to network, internet, and web programming and maintaining currency of web site information.
SIN 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Executive Coach
Responsibilities: Provide organizational troubleshooting and problem resolution for leadership, motivation, and productivity problems. Recommend a course of action for trouble organizations to begin process and productivity improvement actions. Plan for, administer, implement and debrief 360-Degree feedback evaluations for organizational leaders. Provide one-on-one management coaching to organizational leaders to enhance their effectiveness in leading employees.
Education: Bachelor’s Degree and Certification.
Experience: 10 years of experience in the specific area of expertise in which the advisory services are provided.

Facilitator
Responsibilities: Coordinate and facilitate group staff meetings and assist meeting leaders in accomplishing meeting agenda. Lead customized workshops on management and professional development topics. Lead management roundtables and customized training programs.
Education: Master’s Degree
Experience: 12 years of experience in the specific area of expertise in which the advisory services are provided.

Project Manager
Responsibilities: Use PMI accepted project management practices to plan, implement, execute, monitor and control projects. Coach clients on project management techniques. Develop project management processes for clients. Develop orientation programs on project management processes for clients. Manage employees assigned to contract sites.
Education: B.S. Degree and Project Management Certification
Experience: 8 years of experience in the specific area of expertise.

Strategic Planning Facilitators
Responsibilities: Serve as Project Managers and strategists on client consulting engagements. This position is responsible for: Meeting with the client to determine their organizational and professional development needs. Developing and administering needs assessment tools to utilize in consulting engagements. Developing an action plan for clients to create their strategic plan. Facilitating meetings and one-on-one sessions to identify organizational challenges and develop strategies for organizational improvement. Leading strategic planning training sessions. Providing strategic plans and strategic planning debrief sessions to client’s senior management.
Education: Master’s Degree
Experience: 10 years of experience in the specific area of expertise.

SIN 541611: Professional and Management Development Training

Sr. Trainer
Responsibilities: Develop highly customized and specialized training programs for clients based on results of needs assessments. Meet with clients to ensure that training agenda meets the clients’ needs. Deliver training to clients’ employees, managers and senior leadership team. Evaluate the success of the training and provide recommended follow-up steps.
Education: Doctoral Degree
Experience: 8 years of experience in the specific area of expertise.

Trainer
Responsibilities: Deliver training to clients’ employees, managers and senior leadership team. Evaluate the success of the training and provide recommended follow-up steps.
Education: Master’s Degree
Experience: 15 years of experience in the specific area of expertise.

Instructor-led Training Workshop Descriptions:

360° Feedback Training
One of the most important methods for a professional to grow is by receiving honest feedback from co-workers, supervisors, and employees. This workshop will administer a 360° feedback instrument to each participant and provide a debrief of the results so that the individuals can gain a true understanding of their effectiveness in their workplace. A pre-survey administration workshop is held to instruct participants on the process and to answer any questions. Professional Solutions’ staff will handle the administration, tabulation, and reporting of the results. Then a post-survey workshop is held to debrief the organizational results. This post-survey workshop is followed by individual ½ hour, one-on-one sessions with each participant to debrief their individual reports.

Advanced Business Writing
Business writing is a critical skill that can always be improved regardless of your writing skill level. This workshop is ideal for professionals that feel comfortable with the basics of writing and would like more challenging exercises, and an opportunity to learn new techniques to enhance their writing. Participants will learn to avoid prevalent writing errors like writing in the wrong voice, dangling participles, misplaced modifiers and lack of parallel sentence structure. Participants will also learn techniques for proof reading and editing their own written documents. This class can be offered as a sequel to Business Writing or as a stand-alone course.

Appropriations Law
This workshop will acquaint participants with federal fiscal law and the process that agencies must adhere to in the appropriation of federal funds. This course is a companion to the General Accounting Office’s Principles of Appropriation Law and each participant will receive a copy of this document on a CD. This course will review the constitutional and legislative processes regarding federal funds, fiscal law terminology, obligation of funds and provide an overview of the congressional budget process.

Assertive Skills for Professionals
Assertive skills are critical to being a strong leader. Supervisors, managers, team leaders and aspiring leaders will find the skills taught in this course vital to their delegation, motivation and coaching roles in their organization. This workshop is for both professionals that want to become more assertive and for aggressive individuals that would like to assert themselves in a more constructive manner.

Entrepreneurship 101
This workshop is for existing and aspiring entrepreneurs. This workshop will discuss business formation, business mission/vision, types of ownership, business plan development, business marketing, exit strategy planning and business finance. Attendees will have an opportunity to formulate an outline for their business plan during the workshop.
Business Writing
Writing is one of the most important basic skills a professional can possess. Clear, concise writing is a powerful business tool. What and how you write conveys an image to colleagues. The increased use of electronic mail makes writing skills more important than ever. This seminar will begin with a brief review of basic grammar. Participants will then engage in small group exercises that involve writing, analyzing, editing and proofreading. This will be a practice-based seminar for professionals who wish to enhance their skills in writing electronic mail messages, memos, letters, reports, speeches and proposals.
Topics to be covered include:
- The three worlds of writing
- Improving grammar, punctuation and sentence structure
- Overcoming "writer’s block"
- Writing for your audience
- Composing electronic messages that minimize misinterpretation
- Making a positive impression and capturing the reader’s attention

Career Decision-making
Many working adults find reorganizations are an excellent time to re-visit and re-think their career goals. Often professionals realize that they have positions or careers that no longer interest or motivate them. This workshop provides participants the necessary guidance to prepare them to explore new career avenues and identify ideal work environments.
Topics include:
- Job factors assessment
- The building blocks of success
- Your personal characteristics, strengths and needs
- Your response to your current environment
- Your job indicator
- Goal-setting
- Assessing your skills
- Methods to improve skill deficiencies
- Keeping a positive mental attitude about your career

Career Management Techniques
Career success does not occur by happenstance. It takes reflection, planning, training, networking and a variety of other skills and effort to define and accomplish your career aspirations. This is a comprehensive workshop that will take you through the important steps necessary to accomplish career success. Topics covered include, defining career goals, assessing your career interests, balancing work and home life, navigating your organization’s political waters, building a professional image, and keeping your supervisor satisfied.

Change Management
Today’s work environment is dynamic and rapidly changing. This one-day workshop will provide participants with strategies and tools for managing and participating in collaborative change or transition efforts. This workshop prepares you to become flexible and to respond quickly to workplace challenges and opportunities. This workshop is useful for individuals that manage change efforts (project managers, supervisors, and team leaders) as well as employees involved in workplace transitions, such as survivors of organizational downsizing.
Topics include:
- External and internal forces that drive change
- How to view change as a positive event
- The three phases of change
- Strategies to overcome individual resistance to change
- Coping with the emotions of change
- Identifying career development opportunities in change
- Understanding your behavioral style when dealing with change

**Coaching Employees**
Effective leaders must know how to coach their employees in a manner that elicits the employee’s best efforts, motivation and skills. This workshop will cover the four levels of coaching. Leaders will learn practical skills to transform their employees’ performance. Managers will learn to identify and use employees’ personal growth and performance goals in the broader context of the organization’s mission and strategic plan.

Topics include:
- The steps and techniques for coaching employees
- Troubleshooting problem performers
- Identifying solutions to productivity issues.

**Communicating Effectively**
When successful people are asked about the most important skill they possess, they frequently state that interpersonal communication skills are the key to their success. Strong interpersonal communication skills are important to every aspect of our lives including work relationships, supervisory interactions, personal relationships and day-to-day interactions.

The Communicating With Style TM assessment will be administered with this course. This assessment will help individuals understand their individual communication styles. It highlights the strengths and weakness of their communication style and suggests techniques for dealing with communication styles that are different from their own.

Topics include:
- The importance of effective communication skills within organizations
- The communication model
- The elements of the communication process
- Barriers to successful communication
- The "Awareness Wheel" model of successful communication
- Becoming a better listener with the use of active listening techniques
- Your communication style

**Conducting a Collaborative Performance Appraisal**
Performance appraisals are an important phase in the human capital management process. However, many managers have difficulty writing and conducting effective, productive, performance appraisals. This workshop will provide managers with the skills necessary to write and facilitate a professional, constructive and honest performance feedback session. The workshop will review the performance appraisal process and provide attendees with a reference book to assist them when writing performance appraisals. Topics will include dealing with employee disappointment, motivating employees through career development discussions, providing constructive feedback related to job performance and how to prepare a strong written performance appraisal.
**Conflict Management Training**
Conflict is an inevitable part of working with other people. When managed well, conflict can have positive outcomes including more streamlined procedures, stronger interpersonal relationships and more creative output. When conflict is handled poorly the outcomes result in alienation, decreased productivity, high employee turnover, low team cohesiveness and a dysfunctional working environment. This workshop will discuss the conflict model and provide practical conflict resolution techniques that will help participants manage conflict more effectively.

**Congressional Writing**
This course is designed for professionals that must write responses to congressional inquiries for their organization or agency. Writing responses to congressional inquiries is a unique type of writing that is dead-line driven and politically sensitive. One poorly written response can have dire consequences on the agency’s programs and image.
- Handling time sensitivity
- Ensuring your response is in line with your organization’s agenda
- Formatting letters and memos
- Identifying the appropriate format for your document
- Using the correct salutation and closing
- Writing using the proper tone
- Minimizing potential for misinterpretation.

**Creative Thinking and Problem Solving**
Come ready to transform your way of looking at business problems. This highly experiential workshop teaches the fundamentals of creative thinking and a systematic process for the decision-making process. It is important for professionals to understand the strengths and weaknesses of their natural creativity and problem-solving style. This workshop will help individuals identify their process for ingenuity and provide techniques to improve and enhance their creative thinking/problem-solving process.
Topics include:
- Barriers to creative problem solving
- Tools to enhance creative problem solving
- Techniques to facilitate problem solving in groups
- Components of a good decision
- Individual and group approaches to decision-making
- Are you right brained or left brained?
- Exercises to boost your creativity

**Customer Service Skills**
This course will teach the participants to use effective communication skills that will enhance customer service. An important part of servicing customers involves the need to manage conflict situations that arise from angry or disgruntled customers. A natural by-product of conflict is the stress that it produces which can lead to fatigue and burn-out in front-line employees. This course will teach participants to effectively handle conflicts with customers while coping with the stress that conflict situations inevitably produce. The workshop will also cover customer service techniques for the telephone. The Managing for Success Customer ServiceTM assessment will be administered. This assessment will generate a personalized report for each learner. The report will analyze individual customer service styles; it will also define the strengths and areas for improvement when communicating with customers.
Topics include:
- The three C’s of communication for customer service providers
• Identifying your internal and external customers
• Going the “extra mile” for your customer
• Understanding the interpersonal needs of the customer
• Identify and communicate successfully with difficult personalities
• Managing confrontations and resolving complaints professionally
• Stress management techniques for coping with the pressures of
• front line customer service

**Dealing With Difficult People**
As a professional in the workplace each employee must be skilled at working with a variety of personality and behavior types. It is inevitable that all individuals will encounter people that we find difficult. This workshop will teach participants practical, easy to initiate, steps to dealing with difficult co-workers.

Topics include:
• Identifying the top 10 difficult personality types
• How to interact and communicate with difficult personality types
• Getting control of your emotions
• Learning to modify your emotions to minimize frustration
• When to seek counsel, coaching or mediation for difficult interpersonal situations

**DISC Behavioral Style Training**
DISC is the universal language of observable human behavior and emotions. Knowledge of DISC styles can help you observe and learn to communicate with people more effectively. DISC style knowledge will also provide you information regarding what motivates the colleagues you interact with, thereby making it easier for you to delegate and influence them effectively. Scientific research has proven that people, behave with similar characteristics among similar DISC types. By learning these characteristics, we can increase our understanding of our colleagues and therefore increase the effectiveness of our interpersonal communications. This workshop will identify your DISC style and provide you with tools to “people read” so that you can ascertain the DISC styles of your colleagues.

Topics include:
• the meaning of the 4 DISC styles
• the strengths and weaknesses of your DISC style
• the emotions of DISC
• enhancing professional interactions by adapting your style

**Diversity Training**
Inclusiveness in the workplace is critical to developing strong teams. Inclusive environments foster more creativity and productivity. This workshop will discuss the components of an inclusive work environment.

Topics include:
• the do’s and don’ts of working with a diverse workgroup
• creating employment policies and practices that support the company’s commitment to diversity-career planning
• integrating work-force diversity goals with all organizational design activities
• creating an organizational structure to support the company's commitment to diversity
• establishing a link between diversity goals and performance review and reward systems
• establishing shared values throughout the organization to support the company's vision of diversity
• developing a diverse mix of qualified candidates to ensure that the workforce of the company mirrors the communities which it serves
• empower employees to excel in a culturally diverse environment
• creating an atmosphere in which all employees take ownership of the diversity problems and recognize they are part of the problem as well as of the solution
• creating an organizational culture where racist, ethnocentric, and sexist language is totally absent

Enhancing Your Management Style
Managers set the tone for the entire organization. However, many managers in organizations have had little or no formal training in management theory, and skills. This workshop will teach management and supervisory skills that will lead to success.
Topics include:
• Introduction to management roles
• Creating a leadership image
• Basic duties of a manager
• Conducting feedback sessions
• Model managers
• Communication skills for managers
• Active listening skills
• Coaching vs. counseling
• Handling appraisals & performance management professionally
• Dealing with difficult or problem employees
• Delegating and motivating employees for success

Federal Resume, OF-612 and KSA Preparation
Federal personnel policies now give employment applicants the flexibility to use several different vehicles when applying for a federal government position. Two of those vehicles are the OF-612 and the federal resume. This course will walk participants through the proper techniques for completing these federal forms. The workshop will also point out common errors and pitfalls found on these applications. Software programs available to prepare the forms will be discussed.
Topics include:
• Helpful information in preparing the applications
• How to write strong job descriptions
• A checklist for ensuring completeness
• Frequent errors made when completing these forms
• Preparing KSA’s
• Using computer software to prepare your application

Giving and Receiving Feedback
When professionals provide timely, constructive feedback to their colleagues and employees individuals improve and organizational productivity is enhanced. Yet many managers and professionals have trouble providing feedback, particularly when they encounter events or activities that need to change. This workshop will teach a structured process for giving and receiving feedback which will minimize emotion and maximize outcomes. Topics to be covered are the three steps of giving feedback, the four steps in receiving feedback, types of feedback and identifying which type of feedback to use in a given situation.

Group Facilitation Skills
This workshop is for professionals that have the responsibility of leading a group. Managers, team leaders, project leaders and other group facilitators will learn the stages of group dynamics. Additionally, participants will learn ways to keep their group on track and build a sense of rapport among group participants. Topics will include: identifying and gaining commitment to the groups mission, ensuring the full respect and participation of group members, delegating assignments according to each group members strengths and appropriate interventions for dysfunctional groups.
Individual Development Plan (IDP) Writing For Employees
It is a requirement at most Federal Agencies that employees have a current Individual Development Plan (IDP). This workshop will review the purpose of IDPs. Participants will receive step-by-step guidance through the process necessary to prepare a thorough IDP. A model IDP will be reviewed. Topics will include:

- What is an IDP?
- How can I use my IDP effectively?
- How do I begin the process of preparing an IDP?
- What are competencies?
- How can competencies be measured?
- How can an IDP enhance my career?

Individual Development Plans (IDP): A Supervisor’s Guide to Career Development for their Employees
The Individual Development Plan (IDP) for employees is a useful tool for supervisors to manage their training budgets, project future employee development costs and to motivate employees by demonstrating an interest in their careers. Supervisors will be able to assist their employees in preparing an IDP. Topics will include:

- Understanding the IDP preparation process
- Understanding the available tools for preparing an IDP
- Understanding the available software for preparing an IDP
- IDP and the training budget
- IDP and employee development costs
- IDP as an employee career motivator

Leadership Skills
Leadership is the ability to guide employees in their duties and responsibilities in a manner that ensures that organizational goals and mission are achieved. This workshop will discuss the characteristics and skills of good leadership. Practical ways to establish and convey leadership authority will also be discussed.

Meeting Management Skills
Well-run meetings are one of the most important communication vehicles that a manager can use. Poorly run meetings are one of the biggest time-wasters in organizations today. The process and outcome of a meeting are largely dependent on the skill of the individual running the meeting. This workshop will take participants through the steps and skills required to plan, facilitate and follow-up on business meetings. Methods to convey authority and handle challenging behaviors in meetings will also be discussed.

Mentoring 101
In order to succeed in today’s knowledge-driven economy; professionals must become skilled at seeking out and learning from mentors. Mentoring is a time-tested learning tool that encourages knowledge sharing. This workshop will teach individuals how to identify a mentor and benefit from a mentoring relationship. This course is also useful for mentors who want to learn to understand their role and learn techniques for coaching their mentoree. Topics covered will include: the role of the mentor, the role of the mentoree, what to do at your first meeting, developing a mentoring plan, overcoming conflict in the mentoring relationship and ways to terminate the mentoring relationship.
**Motivating Employees**

Motivational skills are the ability to cause a person to act. The ability to motivate employees is the most important part of delegating work. A percentage of employees in the workplace are highly motivated no matter what the task or environment, however, the majority of employees can benefit from a manager that knows how to stimulate their motivation. This workshop will provide supervisors with practical techniques to stimulate employees to be enthusiastic and committed to producing quality deliverables.

**MS Access**

This course will teach participants how to create template-based databases, create a blank database, and create tables in Table Design view. Participants will also learn how to sort records by multiple fields, find records and filter by selection. Additionally, learners will design queries in Query Design view, add a calculated field to a query, and create forms and reports. Participants will learn to work with form sections and add graphics to forms.

**MS Excel**

Participants will create, modify, print and format worksheets, use template, styles and AutoFormats, and find and replace data. Participants will also learn to create formulas, edit formulas, and work with basic functions.

**MS FrontPage**

This course provides the basic concepts of FrontPage. Participants will be introduced to FrontPage features. Participants will receive a CD containing the exercises used in class. Participants will learn to create, modify and format Webs. Participants will also learn to create hyperlinks in Webs, insert and manipulate images in Webs, design tables in Webs and publish and maintain Webs.

**MS Outlook**

This course will provide participants with competency in working with contacts, using e-mail, using instant messaging, managing multiple accounts, setting e-mail options and configuring security settings. Each participant will receive a CD that contains the lessons used in class. Managing digital certificates will also be taught.

**MS PowerPoint**

This course will provide participants with competency in creating and modifying presentations, inserting and modifying objects, clip art, charts and tables. Topics include creating presentations (manually and from templates), displaying slide shows, navigating presentations, drawing objects, inserting WordArt and Clip Art.

**MS Project**

This course will teach participants to create project plans, manage project tasks and data, use calendars to delegate and track project work and to use resource sheets to manage project costs. Topics include: Creating projects, entering tasks, creating WBS codes, creating milestones, assigning task relationships, creating resource lists, using base and resource calendars, viewing project plans and costs.

**MS Word**

This course provides competency in using toolbars, menus, creating documents, opening documents, moving through documents, closing documents and using various document views. Other topics include: working with document properties, selecting, editing, copying and moving text; inserting date and time fields, using automatic text features, previewing and printing documents; creating and printing envelopes and labels, formatting text, adding borders and shading, creating sorting lists; adjusting margins, checking spelling and grammar.
Myers-Briggs Personality Type Training
The MBTI is one of most administered assessments in the history of organizational development. During this workshop (or in advance of the workshop via the Internet) individuals will take the Myers-Briggs assessment and score it themselves under the guidance of an instructor. The group will then learn about their preferences and how their preferences effect their communication, job choice, leadership style, and team interactions.
Topics will include:
• Introduction to the MBTI
• Strengths and Weaknesses of MBTI types
• Differences among types
• Communication patterns among MBTI types
• Team interactions according to types
• Developing group cohesiveness using strengths of MBTI types

Negotiation Skills
Professionals with strong negotiation skills are professionals that know how get what they want out of their business transactions. Strong negotiators not only emerge as a winner, they also let the other person feel as though they have won. Whether you are negotiating a multi-million-dollar contract or negotiating with family members for your interests -- the skills taught in this class will be indispensable. This is a highly experiential course. Individuals will engage and be coached in numerous negotiation processes, including the purchase of a used car. Individuals will take a Power Base assessment that helps them determine their individual source of power that can be leveraged during the negotiation process.
Topics include:
• Characteristics of successful negotiators
• When to negotiate
• How to communicate while negotiating
• Four steps to successful negotiations
• Handling conflict during negotiations
• Defining your interests
• Sources of power--identifying yours
• When to use concessions
• Negotiation tactics and strategies
• Overcoming deadlock
• Your image during negotiations
• Ethics in negotiations

Networking for Success
Are you hesitant and uncertain when you encounter new individuals or in group settings. Do you find it difficult to make meaningful small talk? Many professionals are uncomfortable about business and personal networking. Networking is developing mutually beneficial, quality business (and personal) relationships with ease and comfort. Strong networks are the key to identifying opportunities and information that can help you develop your career and experience a higher quality of life. Topics will include: The dos and don’ts of networking, the attitudes of strong networkers, developing your 60 second introduction, and the steps in networking.

Organization Skills
Strong organizational skills improve employee productivity and time management. Disorganization results in missed deadlines, habitual crisis management, and wasted time. This workshop will cover organizing your computer files, your hard files, your workspace, your priorities and your day. Topics
covered will include: organizing your work space, organizing your electronic files, organizing your paper files, organizing your day, organizing your car and organizing your responsibilities.

**Presentation and Briefing Skills**
Every professional will, at some point in their career, be called upon to make a formal presentation or briefing. Effective speaking skills are a much-coveted asset. Effective speaking skills are so important that professional speakers are in great demand. While you may not desire to make speaking a career, your career will certainly benefit from strong speaking skills. This is a highly experiential workshop. Participants will learn the skills important to making presentations. Then participants will have the opportunity to be coached during a presentation. The final presentation will be videotaped and critiqued, in order to help participants, improve their skills.

Topics include:
- Types of presentations
- Knowing your audience
- Preparing the presentation
- Preparing and using visuals
- Using your environment to your advantage
- Effective delivery skills
- Handling questions (including hostile questions)

**Presenting With PowerPoint**
This workshop combines the soft skills of writing and delivering presentations with the technical skills of developing and using a PowerPoint presentation while making your speech. Participants will use the first day to learn the soft skills and practice their delivery. Participants will use the second day to lean MS PowerPoint and on the third day participants will be videotaped making their presentation using PowerPoint. Then participants will watch their videotape and receive feedback on their individual presentations.

**Problem Solving and Decision Making**
In today’s complex business environment, it is important to have strong problem-solving and decision-making skills. This workshop will teach a systematic process for problem-solving and decision-making. Problems and challenges are a routine part of most individual’s work responsibilities. Poor decision-making skills lead to costly errors and lower productivity. Topics include: types of problems, barriers to problem-solving, the components of problem-solving, and tools for decision-making.

**Professionalism in the Workplace**
Many employees don’t move ahead because they lack knowledge in business etiquette and protocol resulting in embarrassing behaviors that they might not be aware is holding them back from career growth. Managers are reluctant to address issues of poor professionalism because they often find it difficult to articulate or feel that employees should inherently know better. This workshop will teach employees to present and conduct themselves in a professional manner that engenders respect for them at work. Topics will include: professional dress, punctuality, behaving professionally at meetings, e-mail etiquette, handling conflict professionally, 10 unprofessional behaviors that will derail your career.

**Project Management, Advanced**
Poor communication can derail a project, lead to costly errors and poor-quality work. This course will teach the fundamentals of communication planning for project management. Project Management entails managing opportunities, minimizing threats and maximizing results on schedule and within
budget. This course teaches participants to be proactive in identifying, assessing risk to your project’s success. Project Managers must also be able to work effectively with contracting, purchasing and subcontract personnel. In order to do this, the Project Manager must have a solid understanding of standard procurement procedures. This course also provides an overview of all phases of contracting, from requirements definition to contract closeout.

Topics include:
- Communications planning, information distribution, performance reporting
- Project risk identification and quantification
- Risk response development and risk response control
- Procurement planning, solicitation planning and implementation
- Source selection, contract administration and contract close-out

**Project Management, Intermediate**

Project Managers are evaluated based on their ability to lead their teams to complete projects on schedule within the approved budget at the same time ensuring that the project will satisfy the needs for which it was undertaken. Project Managers must accomplish these goals through the effective use of people. Organizational planning, staff acquisition and team development are critical and often overlooked skills needed in project management. The best project plan will not be a success if the Project Team cannot work together effectively. This course provides time-tested techniques for managing projects within cost, quality and human resource plans.

Topics include:
- Planning resources
- Estimating, and controlling costs
- Quality planning, quality assurance and quality control
- Organizational planning, staff acquisition and team development
- DISC Managing for Success Assessment: Understanding Your Project Managerial Style

**Project Management, Introduction**

Gain a solid understanding of project management methods with this comprehensive introductory course. Project management has unique challenges and requires special managerial skills. Project management is often more challenging than other managerial roles because of the temporary nature and high visibility of most projects. Additionally, managers must meet project milestones with limited resources and limited supervisory authority over their team. Develop effective measures for scheduling and controlling projects as you learn to put the tools of project management to use.

Topics include:
- What is a Project?
- Developing and executing an effective project plan
- Managing Change Control within your project
- Planning, initiating, defining and managing the Scope of Work
- Task Definition and Sequencing
- Activity Duration Estimation, Schedule Development and Schedule Control
- GANTT Charts, Network Diagrams (PERT Charts) and other tools

**Researching and Apply for Job Leads**

There are many sources that job searchers can go to find out about job leads and job vacancies. This course will help participants identify sources for potential job opportunities. It will also, demonstrate how to apply for jobs via the Internet. Topics include: where to find out about job opportunities, analyzing and responding to vacancy announcements, networking for job leads, the top 10 web sites for job seekers.
Resume and Cover Letter Writing
The resume is the most important marketing tool a job seeker possesses. The federal government as well as the private sector both accepts resumes from potential job candidates. This workshop will discuss the important features of a winning resume. Writing a strong cover letter is the key to getting your "foot in the door"! This module will walk participants through the steps necessary to create a winning cover letter. Participants will actually complete a cover letter during the workshop. Topics will include: types of resumes, parts of a resume, writing strong job descriptions, formatting your resume, electronic resumes, supplements to a resume, the do’s and don’ts of resume writing, writing strong cover letters.

Retreats
Strong teams and work groups take time each year to leave their workplace for at least one day and plan for the coming year. A group that doesn’t take time to plan is likely to have conflict that results from unclear goals, disorganized processes and confused priorities. PSI facilitators are skilled at creating agendas and facilitating work teams through planning and team building retreats. PSI facilitators will administer a workplace climate study which will be taken by each team member via the Internet prior to the retreat. PSI staff will use this survey to identify key issues and develop the agenda for the retreat. Having a professional facilitator conduct the retreat is useful in saving preparation time, developing a productive agenda and ensuring that the leader is a neutral party. Topics may include:

- Identifying and prioritizing work projects
- Identifying and clarifying work processes
- Identifying and resolving barriers to productivity
- Team building exercises
- Articulating and clarifying mission and vision statements
- Delegating work packages
- Human Resource Planning

Sexual Harassment Prevention Training
Sexual harassment consists of unwanted, unwelcome sexual advances or sexual conduct in the workplace that has the effect of unreasonably interfering with a person’s work performance. Help reduce the amount of discriminatory harassment in your workplace by mandating that all employees attend Sexual Harassment Training. Training employees and managers in your organization will help to mitigate potential claims of damage. This workshop provides interactive training using real-life cases. This workshop will review Title VII of the 1964 Civil Rights Act as amended in 1972 which makes sexual harassment illegal. Topics include:

- Identifying behaviors that could be seen as sexual harassment
- Understanding a manager’s obligations when an incident has occurred
- Strategies for eliminating sexual harassment in the workplace
- How to appropriately respond to an allegation of sexual harassment
- How to promote organizational healing after allegations of sexual harassment.

Strategic Planning
Strategic planning is critical to any organization’s success. Many organizations find strategic planning workshops to be a valuable tool for enlisting ideas and feedback of key personnel in a systematic, comprehensive manner. This workshop will teach senior leaders to formulate and write a strategic plan for their organization. Topics include:

- Why planning is important
- Roles of participants in the strategic planning process
- Key components of a strong strategic plan
• Researching and writing a situation analysis
• Formulating a useful mission and vision statement
• Identifying and prioritizing organizational objectives and goals
• Human resource planning
• Financial planning and budgeting
• Implementation
• Follow-up

**Stress Management**
Stress is an unavoidable aspect of being a professional in today’s rapidly changing business environment. Everyone experiences stress to some relative degree. How we cope with stress significantly impacts the quality of our lives. Understanding how to manage stress is critical to success on the job. This course teaches techniques to help employees manage stress so that their productivity does not suffer. Effective stress management leads to more productive employees. Participants will learn to recognize stress, cope with and turn stress into positive energy. Topics include:
• What is stress?
• The Fight/Flight Syndrome
• Understanding “normal” physiological reactions to stress
• Strategies for dealing with stress
• Development of a personal action plan to cope with stress
• Stress Intervention Techniques
• Personal and Professional Stress Management Action Plan

**Successful Interviewing Skills for Hiring Officials**
Hiring the right employees for the appropriate position is one of the most important responsibilities that a manager has. Hiring the wrong employee can be very costly in both dollars and the emotional impact on the workplace. This workshop will provide managers with a step-by-step guide to recruiting, evaluating and selecting the right individual. Topics include, writing strong position descriptions, conducting interviews, evaluating and rating answers to your interview questions, conducting revealing background checks.

**Successful Interviewing Skills for Job Candidates**
Performing well during a job interview is a skill. Those individuals that take proactive measures to enhance their interviewing skills will greatly improve their chances of securing a job. This workshop covers the three phases of interviewing. All participants will be coached through a practice interview.
• Interview preparation
• Professional conduct during the interview
• Good answers to tough interview questions
• Interview follow-up

**Teambuilding for Team Members**
Many mission-critical deliverables require the ability to work in a team environment. Each team member has roles and responsibilities in ensuring a smooth-running team. This workshop will discuss behaviors that enhance and behaviors that detract from a team environment. We will also discuss how to troubleshoot and resolve problems in the participant’s team environment.
Teambuilding for Team Supervisors
Strong leadership and facilitation are important to ensuring team success. Successful teams don’t just happen; they are planned, managed, facilitated, coached and motivated. This workshop will cover practical techniques that supervisors can use to develop, strengthen or redirect their teams.

Technical Writing
Technical writing is a unique and highly specialized type of writing. This workshop will provide the skills and knowledge necessary for participants to write strong technical documents such as, software documentation, reports, compliance documents, reference manuals and other technical documents.
Topics include:
- Using the active voice to accomplish writing objectives
- Avoiding jargon and using clear language in technical writing
- Minimizing wordiness
- Keeping technical terms to a minimum
- Using layout and formatting to draw readers to your most important data

Time Management
This course will assist employees in learning to set priorities, schedule their daily responsibilities and establish long-term and short-term goals. Research has demonstrated that most successful people have one thing in common—they are effective time managers. As the saying goes, “If you want something done, give it to a busy person”. How is it that some people seem to get twice as much done as others using the same amount of time? The answers will be given in this class. An assessment questionnaire will be administered to help participants identify their specific problem areas in relation to time management. Topics include:
- Exploring how your personal values effect your time use
- Identifying your time wasters
- Identifying your time robbers
- Utilizing planning worksheets
- Utilizing daily planners
- Breaking out of the procrastination cycle
- Managing paperwork
- Managing interruptions
- Limiting drop-in visitors
- Setting goals
- Utilizing time normally wasted

Train-the-Trainers
Organizations can leverage their in-house training capabilities and capacity by training subject matter experts to be facilitators of learning. This workshop is designed for anyone that anticipates having to train other adult learners.
Topics include:
- Developing and delivering ice breakers
- Establishing and communicating objectives
- Action-based learning theory
- ISD and ADDIE process of curriculum development
- Learning styles and dealing with difficult participants
Writing Strong Knowledge, Skills and Ability Statements (KSAs)
Writing strong KSAs, ECQs and Technical Qualifications are the key to securing a federal position. This workshop is for individuals that want to learn to write strong KSAs, ECQs or Technical Qualifications so that they can secure a federal job or promotion.
Topics include:
• Ensuring your KSAs are complete
• The key components to a strong KSA
• Things to avoid when writing your KSAs
• Ensuring the highest scores possible on your KSAs