



RESULTS IN LEARNING, INC. optimizes the performance of your employees through high quality leadership, communications, teamwork and behavioral safety skills training customized to your company's needs. Our client service teams are culturally adept training professionals.

Whether your goal is to work safer and more effectively together, develop a growth strategy, enhance on-going initiatives or initiate cultural change within your organization, **RESULTS IN LEARNING, INC.** is your ideal partner. Our ability to help our clients assess training needs, formulate programs and quickly implement customized training programs in multiple markets and/or countries has proven invaluable to our customers. Our facilitators are solutions-based and extremely savvy to the training needs within the industries they serve. **RESULTS IN LEARNING, INC.** continually seeks to improve both the quality and breadth of our service offerings, enabling you to optimize your most important assets: your employees.

When you partner with a company that leads its industry, your own company's leadership qualities are accentuated. **RESULTS IN LEARNING, INC.** delivers the most advanced training programs available, increasing the value of your employees and improving bottom-line performance for your company's continued growth and evolution.

Your employees are essential to the success of achieving company goals. Those who have developed interpersonal skills, management abilities and a capacity for collaboration have a head start and become the drivers for unprecedented value. **RESULTS IN LEARNING, INC.** provides the confidence of knowing you have the best in the world working with you to increase your intangible assets and forge your competitive advantage.

Our broad range of performance enhancing programs, coupled with the our knowledge, resources and results driven attitude, meets the "people" training needs of companies in all major industries around the world. **RESULTS IN LEARNING, INC.** creates a winning experience for both the participants and your organization.

Our behavior-based safety programs have saved countless lives and definitely altered the culture of many organizations. Skills and behaviors necessary in today's world – communication, innovation, teamwork, trust, leadership, diversity and performance management – are available for the life of your company.

For over eighteen years, **RESULTS IN LEARNING, INC.** has provided solutions to our clients needs through its unparalleled facilitator expertise, diversity of course offerings and customization capabilities with the ability to deliver our services at locations convenient to our customer's workforce. During 2004 and 2005 **RESULTS IN LEARNING, INC.** delivered workshops to over 38,000 participants in 40 countries and 15 languages.

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www.RESULTSINLEARNING.com

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

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: <http://www.fss.gsa.gov> .

Training Aids and Devices
FSC Group 69
FSS Classes: 6930

Contract Number: **GS-02F-0013S**

For more information on ordering from Federal Supply Schedules, click on the FSS schedules button at <http://www.fss.gsa.gov>.

Contract Period: **October 28, 2005 through October 27, 2010**

CONTRACTOR: Results In Learning, Inc. Business Size: Large
201 Energy Parkway, Suite 240
Lafayette, LA 70508-3839
Phone: 337-235-4493
Fax: 337-235-4494

Website: www.resultsinlearning.com Contract Administration: Eric Guidry

CUSTOMER INFORMATION:

1a. Awarded Special Item Number(s):

Special Item Number (SIN)	Description	Pricing	Course Descriptions
27-400	Instructor Led Training	See Page 4	See Page 5

1b. Identification of the lowest priced model number and lowest price for that model for each SIN:

Not applicable.

2. Maximum Order: \$1,000,000 for all Special Item Numbers

This maximum order is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: 1.) Offer a new lower price, 2.) Offer the lowest price available under the contract, or 3.) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.

3. Minimum Order: \$100

4. Geographic Coverage: 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC; and to a CONUS port or consolidation point for orders received from overseas activities.

5. Point of Production:

Results In Learning, Inc.
201 Energy Parkway, Suite 240
Lafayette, LA 70508-3839

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount:

\$300, 000 single order level an additional 25% discount offered.
\$400, 000 single order level an additional 30% discount offered.
\$500, 000 single order level an additional 35% discount offered.

Volume discount offered applies when a single order is placed for \$300, 000 (or greater) of total workshop business, excluding instructor travel and per diem. If a single government customer over the span of a calendar year achieves \$300,000 (or greater) of multiple order business, the volume discount will be offered on subsequent workshop orders. Pricing will revert back to basic GSA pricing at the beginning of the next calendar year. Discount is offered to a single government customer. Departments and/or entities cannot be pooled together for the purpose of achieving required purchase levels.

8. Prompt Payment Terms: Net 30 Days

9a. Government Purchase Cards are accepted below the micropurchase threshold.

9b. Contact Results in Learning, Inc. for acceptance of Government Purchase Cards above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: Results In Learning, Inc. shall deliver or perform services in accordance with the terms negotiated in an ordering activity's order. Results In Learning, Inc. will not propose in excess of its standard commercial delivery or performance times to ordering activities without giving notice to the Ordering Officer of its intent to do so.

11b. Expedited Delivery: Not available

11c. Overnight/2-Day Delivery: Not available

11d. Urgent Requirements: Consult with Contractor

12. FOB Point: FOB Destination

13. Ordering Address:

Results In Learning, Inc.
201 Energy Parkway, Suite 240
Lafayette, LA 70508-3839

14. Payment Address:
Results In Learning, Inc.
201 Energy Parkway, Suite 240
Lafayette, LA 70508-3839
15. Warranty Provisions: Standard Warranty
16. Export Packing Charges: Not applicable
17. Terms and conditions of Government Purchase Card Acceptance: Contact Results In Learning, Inc. for terms and conditions of Government Purchase Card acceptance.
18. Terms and conditions of rental, maintenance, and repair: Not applicable
19. Terms and conditions of installation: Results In Learning, Inc. shall deliver or perform services in accordance with the terms negotiated in an ordering activity's order.
20. Terms and conditions of repair parts: Not applicable
21. List of service and distribution points: Not applicable
22. List of participating dealers: Not applicable
23. Preventive maintenance: Not applicable
24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable
25. DUNS Number: 784317224
26. Results In Learning, Inc. is registered in the Central Contract Registration (CCR) database.

GSA PRICING

Description	Item Number	Course Duration	Min / Max Number of Students	Number of Facilitators	GSA Approved Price
Leadership	LD31	3 Days	15 to 20	1	\$13,500
Leadership	LD32	3 Days	21 to 40	2	\$27,000
Safety On & Off Duty	BBS21	2 Days	15 to 20	1	\$10,800
Safety On & Off Duty	BBS22	2 Days	21 to 40	2	\$22,500
Safety On & Off the Job	BBS21	2 Days	15 to 20	1	\$10,800
Safety On & Off the Job	BBS22	2 Days	21 to 40	2	\$22,500
Mission : Intercultural Diplomacy	ID21	2 Days	15 to 20	1	\$10,800
Mission : Intercultural Diplomacy	ID22	2 Days	21 to 40	2	\$22,500
Safety Leadership	SL21	2 Days	15 to 20	1	\$10,800
Safety Leadership	SL22	2 Days	21 to 40	2	\$22,500
Driving Safety	DS11	1 Day	15 to 20	1	\$7,200
Driving Safety	DS12	1 Day	21 to 40	2	\$14,400
Experiential Learning	EL21	2 Days	10 to 15	1	\$7,200
Experiential Learning	EL22	2 Days	15 to 30	2	\$14,400
Experiential Learning	EL11	1 Day	10 to 15	1	\$5,400
Experiential Learning	EL12	1 Day	15 to 30	2	\$9,000
Worksite Coaching*	C1	N/A	N/A	1	\$2,160

* Worksite Coaching requires a minimum of three (3) consecutive days and includes a minimum of 8 and maximum 12 hours of coaching in a given 24 hour period.

COURSE DESCRIPTIONS

Leadership



Leadership is designed to help people learn and practice leadership, communication, teambuilding and performance management skills. Many supervisors have come up through the ranks and, although technically qualified, they need training to develop a different set of skills to be successful in their leadership position.

This is an interactive course, with participation and real world problem-solving opportunities. *Leadership* is typically a three-day course. An overview can be held in conjunction with technical courses and experiential learning sessions



Course topics include leadership and behavior styles, leadership effectiveness skills, understanding motivation, analysis of personal leadership strengths, effective communication, active listening, presentation skills, meeting skills, teamwork, performance management, diversity, goal setting, managing conflict and supervisory challenges.

RESULTS IN LEARNING, INC. employs the Inscape DiSC behavior profile as a tool to build skills to analyze a situation, reflect on your behavior and take positive action. Course materials can be customized to suit your needs.

Safety On & Off Duty

The two-day course, *Safety On & Off Duty*, is designed to reduce incident rates by challenging attitudes that lead to mishaps. Organizations can make safety a priority, implementing policies to target safety goals; but the truth is, policies alone don't change behaviors.



Behavior-based safety training helps you achieve your safety goals by focusing on changing beliefs, which create powerful changes in behaviors. Specifically, the workshop will help military personnel:

- ✓ Commit to reducing “at-risk behaviors,” which lead to incidents both on and off duty.
- ✓ More thoroughly identify and mitigate hazards, particularly in unfamiliar environments, by recognizing how their natural risk tolerance jeopardizes risk management.
- ✓ Provide feedback to others when their old-school / bulletproof behaviors impact safety.

In short, the course *Safety On & Off Duty* provides the backbone for a safety culture which honors individuals who have the courage to confront the at-risk behavior of others, where personnel feel the obligation and responsibility to be proactive in preventing incidents.

Safety On & Off Duty can be customized to meet your specific needs; for example, focusing on reducing private vehicle incidents and incorporating the National Guard brochure “Don’t Be the 1 Out of 9”.

Safety On & Off the Job

The two-day course, *Safety On & Off the Job*, is designed to reduce incident rates by challenging attitudes that lead to mishaps. Organizations can make safety a priority, implementing policies to target safety goals; but the truth is policies alone don't change behaviors.



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- Provide feedback to others when their old-school / bulletproof behaviors impact safety.

In short, the course *Safety On & Off the Job* provides the backbone for a safety culture which honors individuals who have the courage to confront the at-risk behavior of others, where personnel feel the obligation and responsibility to be proactive in preventing incidents.

Safety On & Off the Job is customizable, scalable and has measurable results. The program can be customized to improve a single operation to changing an entire organizations safety culture.

Mission: Intercultural Diplomacy

The two-day workshop, *Mission: Intercultural Diplomacy* prepares military personnel to demonstrate the willingness and ability to meet the needs of their host country's culture while executing their mission. The target audience is soldiers and airmen responsible for working with and supervising foreign nationals in countries that are hosting a U.S. Military presence.



- ✓ To build their willingness to meet the needs of the host country's culture, military personnel will:
 - Demonstrate the attributes of a respectful guest ... while accomplishing their objectives.
 - Practice behavioral choices for dealing with frustrations inherent in a military enforced presence.
 - Identify the benefits of adapting their actions to better reflect the culture of their host country.

- ✓ To build their ability to meet the needs of the host country's culture while executing their mission, military personnel will:
 - Develop a basic understanding and appreciation of host country customs, traditions, ethnicity and cultural interactions.
 - Practice a process they can use on an on-going basis to work more successfully across cultures no matter where they are deployed.

The course can be customized to reflect the specific country/region hosting the U.S. Military presence.

Safety Leadership



The *Safety Leadership* course is designed to help personnel understand how their behavior and interactions with their team have an impact on operational efficiencies and, more importantly, safety.

During the course, participants practice leadership and communication, with emphasis on safety. Though most supervisors have been promoted based upon their technical aptitude, many have not been taught to lead. Whether an experienced manager or just starting out, this course strengthens those skills and provides a clear message that all team members must be safety leaders.

SAMPLE TOPICS COVERED:

- Leadership Principles
- Evolution of Safety Culture
- Understanding Behavior and People Skills
- Observation and Influencing Behavior
- Active Listening
- Communicating Effectively

Driving Safety

The one-day course, *Driving Safety*, proactively addresses the root cause of vehicular incidents ... the chain of at-risk behaviors leading up to the accident.

Organizations can make safe driving a priority, implementing policies, and providing the most technically advanced equipment possible; but experience shows policies and equipment alone don't change behaviors. Reducing vehicle accidents, and maintaining operational readiness, requires individuals to consciously choose to drive safely, both on and off the job.

Behavior-based safety training helps achieve your safety goals by focusing on changing beliefs, which create powerful changes in driving behaviors. Specifically, the course will help personnel:



- √ Review safe driving policies and regulations
- √ Learn to reduce unnecessary risk, and how to mitigate the rest
- √ Commit to reducing at-risk behaviors that lead to driving incidents both on and off the job.
- √ Provide feedback to others when their natural risk tolerance jeopardizes safe driving.

The course is a combination of activities and discussions aimed at reminding individuals of “safe driving rules of the road” as well as examine their personal approach to driving safely. The message is clear ... reducing vehicle incidents requires we consciously choose to do the right thing.

Driving Safely is applicable for all personnel whether the primary job is driving or not. The course can be conducted on a standalone basis, or used to reinforce the skills and abilities learned in RESULTS IN LEARNING, INC's two-day **Safety On & Off the Job** course.

Experiential Learning

The *Experiential Learning* approach-- is a powerful, challenging and fun-filled tool, which has facilitated the development of many high performing organizations. By engaging groups and individuals in the experiential learning process, teambuilding and communication have been greatly accelerated – all vital to enhancing organizational change.

The goal of *Experiential Learning* is to build stronger levels of commitment, leadership, communication, problem-solving, decision-making, trust, accountability, and most importantly, provides practical application to the workplace. Understanding the dynamics that exist between team members is extremely important to a group's effectiveness and the overall quality and success of the entire group. Innovative and challenging exercises, followed by a thorough debrief, target real world behaviors and interpersonal relationships.

Recognize and Examine Important Issues:

- Mutual Respect
- Trust
- Importance of Interdependence through Team Trust and Problem-solving Initiatives
- Consistency of Vision Among All Members
- Methods for Opening Lines of Communication between Functional Work Groups and Individual Team Members
- Open, Honest Communication between Different Parts of an Organization



Worksite Coaching

Professional Coaching is an ongoing partnership that helps clients produce desired results in their professional lives. Through the process of coaching, clients deepen their learning, practice skills, improve their performance, and enhance their quality of work life.

In each interaction, there is a specific focus, while the coach listens, contributes observations, asks questions, and reinforces key messages/content. This interaction creates clarity and moves the client into action. Coaching accelerates the client's progress towards their goals by providing greater focus and awareness of choice. Coaching concentrates on where clients are today and what they are willing to do to get to the desired outcome.

Coaching is a means to help hold people accountable, overcome obstacles, clarify content, and transfer learning back to the work place. It helps inspire, encourage and motivate. It allows for the greatest potential to be realized individually and collectively so that the ultimate goal is achieved. The coach acts as an onsite advocate for the individual, team, organization, and performance.