GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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: GSAAdvantage.gov.

Schedule Title: **Schedule 69 for Instructor-Led Training**
FSC Group: **6930**
FSC Class: **69**

GSA Contract Number: GS-02F-0017U

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: October 31, 2007 thru October 30, 2012

Contractor:

ADI Performance, Inc.
P.O. Box 70083
Marietta, Georgia 30062

Phone: 770-640-0840
Toll Free: 800-234-1550
Fax: 770-594-0567
Website: www.adiperformance.com

Contract Administration Source: Hedy Dawson

Business Size: Small Business

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number: **SIN 27-400 Instructor-Led Training**
SIN 27-500 Course Development

Description of courses and prices follow. Prices exclude trainer travel expenses. ALL content workshops include workbooks and student materials.

1b. Identification of lowest price for service of instructor for Special Item Number **SIN 27-400** is **$2,565.00** for **one day** of Instructor-Led Training; for **SIN 27-500** Course Development is **$89.30/hour**.

1c. N/A

2. Maximum Order: **$1,000,000.00**

3. Minimum Order: **$100.00**

4. Geographic area for delivery services: **United States and Canada**

5. Point of production: **Marietta, Georgia USA**

6. Discount from list prices: **GSA offered a Total of 6% Discount**

7. Quantity discounts: **GSA will receive 2% to 5% Discounts for Volume**

8. Prompt payment terms: **2% Net 15 days**

9a. Government purchase cards **are accepted** at or below the micro purchase threshold.

9b. Government purchase cards **are accepted** above the micro-purchase threshold.

10. Foreign items: **N/A**

11a. Time of delivery: **30 Days on Workbooks/Training Materials**

11b. Expedited delivery: **N/A**

11c. Overnight and 2-day delivery: **N/A**

11d. Urgent Requirements: **N/A**

12. Prices are **FOB Destination**

13. Ordering address:

ADI Performance, Inc.
P.O. Box 70083
Marietta, Georgia 30007

By Phone: 770-640-0840
By Fax: 770-594-0567
By EMAIL: hdawson@adiperformance.com
WEBSITE: www.adiperformance.com

14. Payment address:

ADI Performance, Inc.
P.O. Box 70083
Marietta, Georgia 30007

15. Warranty provision: **N/A**

16. Export packing charges: **N/A**

17. Terms and Conditions of Government purchase cards acceptance: **N/A**

18. Terms and Conditions of rental, maintenance and repair: **N/A**

19. Terms and Conditions of installation: **N/A**

20. Terms and Conditions of repair parts: **N/A**

20a. Terms and Conditions for any other services: **N/A**

21. List of service and distribution points: **N/A**

22. List of participating dealers: **N/A**

23. Preventive maintenance: **N/A**

24a. Special attributes such as environmental attributes: **N/A**

24b. Availability of Section 508 Compliance Information: **N/A**

25. Data Universal Number System (**DUNS**) Number: **142445712**

26. **ADI Performance, Inc.** is **registered and active** in the Central Contractor Registration (**CCR)** database.

ADI Performance, Inc.

P. O. Box 70083, Marietta, Georgia 30062

www.adiperformance.com

SCHEDULE 69

SIN 27-400 Instructor-Led Training
SIN 27-500 Course Development

SIN 27-400

TOTAL LEADERSHIP

Performance Based Leadership

Discusses leading through ability versus authority. Identifies key leadership principles, including the ability to manage time, conflict, people and resources to obtain ongoing business results. Facilitates effective relationship-building while communicating ideas with conviction and power. Develops a business mission statement for clarity of goals. For maximum impact, business case presentations developed during class are presented to key management team members 3 to 4 weeks after the conclusion of the program.

Learn how to:

- Become a more effective leader
- Lead through ability, rather than authority
- Write your strategic plan for success
- Shift your mental model to remove limitations
- Manage your time more effectively
- Practice developing interdependent goals
- Develop your ability to solve business problems
- Learn how to create and present a business case that calls for action
- Apply techniques that strengthen mental and physical ability
- Empower the people in your organization

Target Audience: Executives, managers and supervisors who are leaders within an organization.

Course Length	Investment	Prerequisites	Participants
5 Days	$12,690.00	None	12

Each additional participant up to 14 Total: $1300.00

Business Savvy Leadership

Investigates self-leadership, self-awareness and role model behavior. Develops strategies for overcoming obstacles, eliminating excuses and building mental resilience. Relates the various aspects of coaching to move individuals to improved performance. Shares the keys to inspiring others to action using structured feedback. Focuses on developing and executing S.M.A.R.T. goals. Teaches communicating organizational goals for fostering goodwill.

Learn how to:

- Apply key attributes and dynamics to meet the challenges of leadership
- Lead through ability rather than authority
- Develop strategies for overcoming obstacles, eliminating excuses & building mental resilience
- Relate the various aspects of coaching to move individuals to improved performance
- Increase work productivity through delegation
- Focus on developing & executing S.M.A.R.T. goals, crystallizing business value
- Inspire others to action using structured feedback
- Identify opportunities that direct employees to accomplishing organizational goals
- Communicate organizational goals, fostering goodwill
- Build relationships forming a collaborative work environment

Course Length	Investment	Prerequisites	Participants
2 Days	**$5076.00**	**None**	**16**

The Able Leader: Striving for Excellence

Develops leadership skills necessary to work, communicate effectively and manage conflict within your team. Provides key applications to your pursuit of excellence as a leader. Creates a foundation for your leadership goals and efforts with your team as you improve productivity results.

Learn how to:

- Understand the critical principles of leadership
- Identify leadership keys to role modeling
- Understand how your communication style is related to the changing roles of life
- Improve your relationships with better communication
- Develop conflict management techniques to handle difficult situations
- Increase awareness of how behavior impacts others in the workplace

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**16**

Strategic Planning Executive Retreat (Open)

There are several critical elements to developing an effective, focused strategic plan including: developing appropriate goals, drafting implementation plans, identifying goal inhibitors and addressing those inhibitors to enable goal achievement. In addition, each individual must both identify and understand his/her role and responsibility in contributing to organization success. Strategic goals are the foundation for creating a cohesive organizational approach for sustaining a competitive edge in the marketplace. An integral part of this program is the individual interviews of team members, which provide the foundation for tailoring the program to your organization's needs.

Learn how to:

- Leverage the impact of critical, system and strategic thinking
- Investigate the organization's current and future environment to focus strategy and tactics
- Develop individual/business goals that are clear, germane and significant
- Embrace goal development and achievement as key success factors
- Remove barriers to goal achievement and meaningful results
- Discover and leverage the value each individual contributes to the business
- Differentiate between urgent and important tasks
- Identify concerns and convert business-specific issues to actionable items

Course Length	Investment	Prerequisites	Participants
Open	**$2,538.00/day**	**None**	**16**

Coaching: How the Best Coaches Coach

Focuses on the ability to enable and inspire – a key leadership skill no matter how many employees you coach. Provides relevant coaching practices with a coaching model to apply in your organization. Enhances understanding through effective coaching practices demonstration. Discusses other coaches' best practices and the attributes and skills to be the best coach for your employees. Target audience: Managers and supervisors who have one or more employees with the goal of improving their coaching skills with their team.

Learn how to:

- Enhance your **coaching knowledge and skills**
- **Build effective rapport – mutual trust and respect – with your subordinates**
- **Develop a more productive work environment**
- **Practice and improve your coaching conversations**
- **Develop strategies for employee development and career pathing discussions**
- **Establish a motivated and cohesive team for getting results**

Target Audience: Managers and Supervisors who have one or more employees with the goal of improving their coaching skills with their team.

Course Length	Investment	Prerequisites	Participants
2 Days	**$5076.00**	**None**	**16**

Leading and Inspiring a Remote Workforce

Focuses on the communication and supervision skills critical to effectively keep a remote team productive and informed. Identifies new concepts and provides personal insight into remote supervision knowledge. Increases awareness and allows discovery of new techniques for remote employee satisfaction. Reinforces concepts concerning active listening, communication flow, and conflict resolution.

Learn how to:

- Develop plans and practices to address concerns
- Understand team dynamics related to a remote team
- Understand the "my leadership" style of behavior – inclusion, control or openness
- Apply the communication techniques to promote an effective remote team
- Motivate a powerful team contributing their skills & contributions from remote work locations

Target Audience: Supervisors who supervise others in either an informal or formal team environment in remote locations.

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	16

Managing Your Career

Allows individuals to discover how they can maximize their contribution and identify the true business impact of their efforts. Learn what a career plan can do for you. Create your future view and the behavior that will allow you to achieve it. Establishing a professional network is critical to professional effectiveness. Finding the right coach and mentor(s) within your network is important to your success.

Learn how to:

- Identify strengths and weaknesses
- Understand what your manager needs from you
- Develop a firm grasp of business behaviors that make you stand out
- Crystallize the value you bring to the business
- Make your contribution visible
- Establish solid relationships in and out of your organization
- Know when and where to volunteer

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	8-20

Each additional participant over 16 up to 20: $250

The Winning Business Case

Taps into your most important resources – the skills, talent and knowledge of employees on the front-line. Teaches how to construct a solid business case that yields results. Explores how best to present ideas to team members and upper management by obtaining their support. Removes limitations for solving business problems. For maximum impact, business case presentations developed during the class are presented to key management team members 3 to 4 weeks after conclusion of the program.

Learn how to:

- Develop, structure and write your business case to yield results
- Shift your mental model to remove limitations
- Determine which problems are worth solving
- Understand and apply 3 key business case elements
- Learn the 5 steps to problem identification and resolution
- Master creating and presenting a business case that calls for action

Course Length	Investment	Prerequisites	Participants
3 Days	**$7614.00**	**None**	**8-14**

Each additional participant over 12 and up to 14: $550

TOTAL CUSTOMER FOCUS

Dynamic Customer Relationships

Demonstrates the importance of working with the customer. Increases awareness and provides new techniques for customer interaction. Applies and reinforces existing sales skills and knowledge. Facilitates identifying your customers' needs while providing service leadership that keeps your customers coming back.

Learn how to:

- Understand and get to know your customers
- Build productive partnering relationships with your customers
- Feel the power of turning a customer complaint into an opportunity
- Demonstrate customer appreciation
- Create customer loyalty

Target Audience: Employees who interact with customers by phone or in person.

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 and up to 20: $250

Be a Customer C.H.A.M.P.I.O.N.

Focuses on effective listening skills – the fundamental building block for developing long-term relationships with your customers. Facilitates using critical/system thinking that makes the difference between a flawless performance and a mediocre one. Illustrates how to be a customer C.H.A.M.P.I.O.N. to keep customers for life. Builds teamwork that strengthens service to all customers.

Learn how to:

- Develop a clear customer focus
- Enhance your listening skills
- Become a more critical thinker
- Improve the ability to work together
- Apply a methodology for handling customer situations more effectively
- C.H.A.M.P.I.O.N. your customer

Target Audience: Employees who interface with customers by phone or in person.

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	8-20

Each additional participant over 16 and up to 20: $250

Creating Service Excellence

Focuses on the criteria of excellent service. Addresses the skills for successful customer interface, including: knowing customer expectations, obtaining customer feedback, managing change, applying proactive solutions, using questions, ensuring service quality and personal accountability. Facilitates using these critical skills to ensure quality in every business aspect.

Learn how to:

- Identify opportunities for growth
- Review customer feedback
- Manage business change effectively
- Apply proactive solutions
- Ensure quality in every business aspect
- Use questions to obtain and clarify information

Target Audience: Employees who interface with customers by phone or in person.

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	8-20

Each additional participant over 16 and up to 20: $250

TOTAL COMMUNICATION

Total Expression: The Competitive Edge

Focuses on the process of creating a professional presence and effectively communicating your ideas. Refines participant skills. Builds a high-powered "communicator's tool kit" and speaker confidence for any situation. Demonstrates giving feedback to enact behavioral change.

Learn how to:

- Establish a professional presence
- Build a faster rapport with your audience
- Take a fresh approach to handling challenges
- Enhance your self-confidence with effective communication skills
- Actualize the art of self-expression and be more dynamic in your presentations
- Develop a more engaging voice
- Practice and improve the use of visual aids
- Use feedback to positively change behavior and improve your image
- Increase the impact of your message, maximizing audience retention

Target Audience: Ideal for ALL Employees

Course Length	Investment	Prerequisites	Participants
3 Days	**$7614.00**	**None**	**8**

Each additional participant up to 10 Total: $1200

Total Expression: Train the Trainer

Develops the trainer's delivery and showmanship skills for increased student retention and a positive learning experience. Illustrates power of the trainer's message by using key elements of Total Expression. Focuses on building audience rapport and encouraging student participation. Increases confidence and management of your classroom. Teaches turn-key delivery techniques. Demonstrates audience rapport, use of visual aids and dealing with the unexpected as key elements to a trainer's success.

Learn how to:

- Establish a professional presence
- Deliver dynamic learning interventions
- Build faster rapport with your audience
- Develop a more engaging voice
- Practice and improve the use of visual aids
- Develop strategies to handle classroom challenges

- Increase student learning and retention

Target Audience: Trainers, both novice and seasoned professionals

Course Length	Investment	Prerequisites	Participants
3 Days	$7614.00	None	8

Each additional participant up to 10 Total: $1200

The Breakfast of Champions: Giving and Receiving Feedback

Develops the ability to influence behavior of individuals in your group; a key management skill. Provides concepts and practice for giving and receiving feedback to make discussions with your employees productive and focused on building rapport. Illustrates how to apply feedback skills to performance appraisals, and develop more open and honest communication with team members.

Learn how to:

- Understand the principles of giving and receiving feedback
- Apply feedback skills to performance appraisals
- Develop more open, honest communications with your team members
- Practice and improve your conversations related to feedback discussions

Target Audience: Managers and Supervisors who have one or more employees with the goal of improving their conversations related to feedback and performance appraisal discussions with their team members.

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	16

TOTAL SALES

Total Expression: Sales Professionals

Hones the sales professional's skills to a find edge. Focuses on how to deliver the sales message with the greatest impact while building a relationship with each prospect. Develops the sales professional's observation powers to understand prospects and their needs more completely. Employs critical techniques that can make any sales presentation come alive and position your product/service. Teaches sales professionals to hone an unforgettable message that remains in your prospect's mind.

Learn how to:

- Implement the 5 critical elements of any sales presentation

- Be more energized, yet in control of your presentation
- Employ rules of thumb that will make your sales presentation more professional
- Communicate more effectively with your audience
- Utilize your voice and body for a more professional sales message
- Ensure the words you use connect with your customer
- Use your sales material to effectively support your sales effort
- Close the sale

Target Audience: Sales professionals, both novice and seasoned

Course Length	Investment	Prerequisites	Participants
3 Days	**$7614.00**	**None**	**8-10**

Each additional participant over 8 and up to 10 Total: $1200

Prospecting for Sales Results

Blends prospecting techniques with powerful communication skills. Illustrates effective telephone techniques to increase sales. Works through maintaining a prospecting database and creating a discussion guide, not a script. Facilitates making prospecting lists yield ongoing results with greater confidence in selling ability.

Learn how to:

- Go for B.R.O.K.E.
- Use the telephone to be most effective in your sales calls
- Create a discussion guide rather than a script
- Create and maintain your prospecting database
- Use your prospecting list to yield ongoing results
- Determine when to call back versus when to leave a message

Target Audience: Employees who currently use the telephone to prospect for customers.

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 and up to 20: $250

Employee Branding: Attracting and Keeping Great Customers and Talented Employees

The best way to both grow and keep your customer base is to have every employee act as a brand for your organization. Any employee, whether on or off the job, is in a position to attract customers and to reinforce and strengthen relationships with current customers. Your employees are also your best recruiting tool. People want to work for an organization where employee morale and positive behavior says what no advertising can, "This organization is a great place to work."

Learn how to:

- Focus on the power of employee branding
- Understand the value of being the company brand
- Be a customer advocate
- Demonstrate company values and image anytime and anywhere
- Leverage the impact you have on potential job candidates
- Become skilled at demonstrating a winning attitude and personal demeanor at all times

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 and up to 20: $250

TOTAL WORKFORCE

Change Management

Focuses on seeing change as a positive force. Investigates how to be proactive in dealing with change. Encourages the use of questions to obtain and clarify information throughout the change process.

Learn how to:

- Make change a positive force
- Identify opportunities for growth
- Manage business change effectively
- Apply proactive solutions
- Ensure highest standards of quality throughout any transition
- Use questions to obtain and clarify information

Target Audience: ALL Employees

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8 -20**

Each additional participant over 16 up to 20: $250

High Performance Teams

Identifies, discusses and demonstrates the essentials of team skills. Explores developing common goals, identifying team inhibitors and addressing those inhibitors to enable goal achievement. Explores the challenges and rewards of team membership. Delves into developing open communications, interdependence and taking risks. Illustrates the misconceptions and pitfalls of team cohesiveness and the steps to avoid them. Promotes the building of trust and cooperation.

Learn how to:

- Build a high performance team
- Understand your role and responsibilities as a team member
- Focus team behavior for goal achievement
- Increase productivity through cohesive team efforts
- Tackle performance challenges
- Remove communication barriers
- Develop techniques for building bridges for stronger relationships
- Work from a basis of trust and cooperation
- Implement the critical elements to dynamic leadership

Target Audience: Employees who work with others in either an informal or formal team environment

Course Length	Investment	Prerequisites	Participants
3 Days	$7614.00	None	8-12

Each additional participant over 10 up to 12: $900

The Totally Responsible Person

Delves into individual responsibility and explores maximizing readiness for unplanned circumstances, managing chaotic situations and enhancing decision-making skills. Boosts personal well-being. Develops a stronger self-understanding for greater personal power.

Learn how to:

- Become a more effective leader
- Enhance personal well-being for greater personal power personally and professionally
- Develop a strong self-understanding that embraces opportunities for development and leverages strengths and good habits
- Grow influence and build stronger relationships
- Enhance decision-making under pressure and manage chaotic situations

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	8-20

Each additional participant over 16 up to 20: $250

Conflict Management: Have Conflict Work For You

Over the years conflict has gotten a bad name and been misused. For organizations to thrive and grow, conflict is a necessary and critical tool for innovation and finding often unexpected solutions. Learn how to manage conflict effectively through your understanding of its function, the norms and the process and leverage these instruments to improve your business. Understand your method of handling conflict and develop the ability to use conflict to your advantage to grow your effectiveness and influence.

Learn how to:

- Develop a methodology to reduce hostile conflict and create resolution
- Understand the dynamics of conflict and use it to a positive advantage
- Learn how to be in control in any conflict situation
- Explore the art of moving from conflict to dialogue to long term collaboration
- Value the true functions of conflict and how they can be a powerful team-building tool
- Create an environment where conflict is used to come to the best solution

Target Audience: ALL Employees

Course Length	Investment	Prerequisites	Participants
One-Half Day	**$2162.00**	**None**	**8-20**

Each additional participant over 16 up to 20: $250

Anger Management

Looks at anger and its underlying emotions. Uses the Five Rules of Anger Management to help participants manage emotions in difficult situations. Assists with the recognition and defusing of defense mechanisms. Promotes forgiveness as a method for releasing anger.

Learn how to:

- Understand and manage anger
- Use the Five Rules of Anger Management
- Recognize defense mechanisms
- Check your stress level
- Recognize feelings that trigger anger
- Discover the power of a safety net
- Set yourself free from anger and resentment through forgiveness

Target Audience: ALL Employees

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 up to 20: $250

Diversity: The Power of Differences

Investigates the power of Diversity in the Workplace. Applies diversity's value for your continued success. Supports and directly builds on your company's Equal Opportunity Policy. Explores group behavior and how it impacts everyone involved. Examines suspending judgment as a means to open communication. Demonstrates how an appreciation of differences can lead to building effective relationship bridges vs. walls.

Learn how to:

- Identify the values that are linked to diversity
- Understand the important of supporting your organization's values & Equal Opportunity policy
- Look at group behavior and how it impacts the business
- Understand how much we have in common
- Learn how to remove barriers to communication
- Develop techniques to build bridges to stronger relationships

Target Audience: All employees benefit from the awareness of diversity in the workplace

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 up to 20: $250

Diversity Delivers

Explores diversity from many aspects including: personality, background, race, gender, age and time with an organization. Teaches how to build stronger relationships. Looks at our common bonds and leverages difference to support your company's business mission, values and strategic plan. Builds awareness of individual strengths for better understanding and communications.

Learn how to:

- Leverage diversity for business and personal success
- Understand the importance of supporting your organization's values
- Increase awareness of corporate culture and where it comes from
- Look at group behavior and how it impacts the business
- Learn how to remove barriers to communication
- Develop techniques to build bridges to stronger relationships
- Develop a personal bridge for change

Target Audience: All Employees

Course Length	Investment	Prerequisites	Participants
1 Day	**$2538.00**	**None**	**8-20**

Each additional participant over 16 up to 20: $250

Into the Light: Eliminating Sexual Harassment from the Workplace

Focuses on a clear understanding of what Sexual Harassment is and the zero-tolerance policy within your organization. Empowers employees to recognize and act when being harassed or observing harassment in the workplace. Encourages stepping up to stop sexual harassment and information on how to report claims. Uses discussion, case studies and landmark court cases to reinforce learning.

Learn about:

- Your organization's Sexual Harassment Policy
- The definition of Sexual Harassment
- Behaviors that the courts have ruled as sexually harassing
- Case studies and typical work scenarios for discussion and insight
- Responding if being harassed
- Reporting a sexual harassment claim
- Your organization's absolute commitment to eliminating sexual harassment from the workplace

Course Length	Investment	Prerequisites	Participants
1 Day	$2538.00	None	8-20

Each additional participant over 16 up to 20: $250

SIN 27-500

ADDITIONAL SERVICES

Course Development	**$89.30/hour**
Coaching, One-on-One (6 sessions)	**$705.00.00**
Consulting	**$235.00/hour**
Basic Program Customization	**$375.00-$2250.00**
In-Depth Customization	**$2250.00+**