

**GENERAL SERVICES ADMINISTRATION  
Federal Acquisition 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 GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Schedule Title: HUMAN RESOURCES AND EQUAL EMPLOYMENT  
OPPORTUNITY (EEO) SERVICES**

**Schedule No.: 738 PART X**

**Product/Service Codes: R799**

**Contract Number: GS-02F-0038U**

**\*\*\*\* For more information on ordering from Federal Supply Schedules go to the internet address: [www.gsa.gov](http://www.gsa.gov). Find link to GSA Schedules. Then find link to For Customers Ordering from Schedules. Next, find links to Ordering Procedures for Services Requiring a Statement of Work and Ordering Procedures for Services not Requiring a Statement of work. \*\*\*\***

**Contract Period: January 9, 2008 through January 8, 2013**

**RayCom Learning  
58 Teri Lane  
Little Hocking, OH 45742-9608**

**Phone 1-740-989-0533  
Toll Free 1-888-574-5370  
E-Mail [rayray@raycomlearning.com](mailto:rayray@raycomlearning.com)  
Point of Contact R. Glenn Ray, Ph.D.**

**Business Size: Small Business**

**CUSTOMER INFORMATION FOR ORDERING ACTIVITIES**

1a. Table of Awarded Special Item Number(s):

**SIN 595-21 – HR Training**

*Team Breakthroughs: Unleashing Employees’ Desire to Work Together* (Three Days)

*Small Group Facilitation* (Three Days)

*Designing Communication for Difficult Situations* (One Day)

*Creating the Respectful, Effective Communicator* (One Day)

*Managing Conflict and Getting the Job Done* (One Day)

*Creativity at Work* (One Day)

*Enabling Employees to Choose to Change* (One Day)

*Problem-Solving and Decision-Making Tools for Teams* (One Day)

<u>One-Day Training all topics</u>	<u>GSA Price</u>
Total cost	<b>\$1,632.15/day</b>
Manual fee is \$25 per person	

<u>Three-Day Training all topics</u>	<u>GSA Price</u>
Total cost	<b>\$1,632.15/day</b>
Manual fee is \$30 per person	

Each training session requires a minimum of 7 participants and a maximum of 15 participants

**(SEE DESCRIPTION OF SERVICES AND/OR PRICING ON PAGE 5.)**

1b. \$1,632.15/day

1c. Not Applicable

2. MAXIMUM ORDER:

<b><u>SIN</u></b>	<b><u>MAXIMUM ORDER</u></b>
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595-21	\$1,000,000
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3. MINIMUM ORDER LIMITATION: \$100.00

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): **The 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. Territories.**
5. Points of Production: At the ordering agency's facility.
6. Discount from list prices or statement of net prices: Net prices are included on this price list.
7. Quantity/Volume Discounts: An additional ½% shall be granted when it is estimated that the volume of orders will have an annual value exceeding \$50,000.00
8. Prompt Payment Terms: Net 30 days
- 9a. Government purchase cards are accepted up to the micro-purchase threshold of \$3,000.00.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign Items: N/A
- 11a. Time of Delivery: Within required timeframes as established by Government regulations and/or within the period specified in the ordering agency's statement of work and the order.
- 11b. Expedited Delivery: Available if schedule of presenter permits.
- 11c. Urgent Requirements: Contact the Contractor for the purpose of obtaining accelerated delivery pursuant to Clause No. I-FSS-140-B, Urgent Requirements.
12. F.O.B Point(s): f.o.b. destination
13. Ordering Address: RayCom Learning, 58 Teri Lane, Little Hocking, OH 45742-9608

14. Payment Address: RayCom Learning, 58 Teri Lane, Little Hocking, OH 45742-9608
15. Warranty Provision: The contractor warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.
16. Government credit card for orders exceeding the micro-purchase of \$3,000 are accepted at the completion of work or monthly if work extends longer than 30 days.
17. Data Universal Number System (DUNS) number. 026069786
18. RayCom Learning is registered in the Central Contractor Registration (CCR) database.

## **RayCom Learning Training Descriptions**

Each training session requires a minimum of 7 participants and a maximum of 15 participants. Courses offered include:

### **1. Team Breakthroughs: Unleashing Employees' Desire to Work Together**

**Three Days - \$4,896.45, plus \$30 per person for manuals**

#### **Learning Objectives:**

1. Demonstrate new, effective team communication skills.
2. Define stages of group development and how they relate to their team.
3. Demonstrate collaborative team behaviors.
4. Build consensus by agreeing how the team will communicate and by sharing expectations.
5. Demonstrate techniques to manage conflict.
6. Utilize the E-FAB model when designing and giving feedback.

#### ***Day One: The Respectful, Effective Communicator***

Participants will explore why we communicate differently and will demonstrate and practice effective team communication

#### ***Day Two: Managing Conflict and Getting the Job Done***

Participants will examine the different conflict styles and how to deal with them combined with a model for managing conflict in teams. A feedback script model will also be practiced.

#### ***Day Three: Expectations Communication***

This session involves an in-depth sharing of needs and expectations of the leader and all team members resulting in agreements and action plans.

### **2. Small Group Facilitation**

**Three Days - \$4,896.45, plus \$30 per person for manuals**

#### **Learning Objectives:**

1. Implement effective meeting techniques.
2. Demonstrate participant involvement techniques.
3. Address resistant participants respectfully.
4. Facilitate teambuilding exercises.
5. Facilitate problem-solving techniques.

The skill of facilitating groups will be demonstrated and practiced a number of problem-solving tools will be illustrated.

### **3. Designing Communication for Difficult Situations** **One Day - \$1,632.15, plus \$25 per person for manuals**

#### **Learning Objectives:**

1. Define individual responsibilities for dealing with difficult relationships.
2. Create a plan for improving communication with co-workers.
3. Design communication focusing on mutual purpose.
4. Focus on positive behaviors and the need to role model these behaviors.

This session focuses on a number of specific tools to design communication to be used with difficult situations and relationships. Each participant will leave with an action plan.

### **4. Creating the Respectful, Effective Communicator** **One Day - \$1,632.15, plus \$25 per person for manuals**

#### **Learning Objectives**

1. Develop trust by understanding differing communication styles and utilizing effective communication techniques.
2. Improve communication by demonstrating respectful communication.
3. Identify how to behaviorally control escalating emotion.
4. Describe the importance of nonverbal communication to shared understanding.

Participants will be involved in an interactive discussion about how and why they communicate the way they do. The impact of nonverbal and listening behaviors will be highlighted.

## **5. Managing Conflict and Getting the Job Done**

**One Day - \$1,632.15, plus \$25 per person for manuals**

### **Learning Objectives**

1. Identify personal conflict style and how it impacts others.
2. Demonstrate how to create consensus around commonalities.
3. Deliver effective feedback utilizing the E-FAB technique.

Participants will understand more about the nature of conflict within their groups and will design plans to respectfully address it. Also, positive and constructive feedback scripts will be designed.

## **6. Creativity at Work**

**One Day - \$1,632.15, plus \$25 per person for manuals**

### **Learning Objectives:**

1. Identify personal assumptions about creativity.
2. Describe steps to the creative process.
3. Demonstrate tools to approach problems creatively.
4. Identify key resources necessary for creative work.
5. Plan actions that will enable creativity

This interactive session offers a series of techniques to tap into our natural creativity and to enable others to do the same.

## **7. Enabling Employees to Choose to Change**

**One Day - \$1,632.15, plus \$25 per person for manuals**

### **Learning Objectives**

1. Design personal strategies for overcoming resistance to change.
2. Identify behaviors of a positive change agent.
3. Demonstrate how to implement each step of the Change model.
4. Describe how to overcome barriers to change.

The dynamics of how and why people change and techniques to set the stage for productive change will be explained and action plans for implementation will be designed.

**8. Problem-Solving and Decision-Making Tools for Teams  
One Day - \$1,632.15, plus \$25 per person for manuals**

**Learning Objectives**

1. Gather data for problem-solving.
2. Utilize problem-solving techniques to define, analyze, and prioritize problems and generate and implement solutions.
3. Work with team members to create consensus.

A series of problem-solving and decision-making tools and a prescribed sequence of application will be demonstrated.