

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 *GSA Advantage!* is: GSAAdvantage.gov.

Moser Training Solutions, LLC (MTS)

Mobis Oriented Business Integrated Services
(MOBIS) 874

Contract number: GS-02F-0091Y

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

Contract period: March 12, 2012 thru March 11, 2017

Moser Training Solutions, LLC

16061 Timber Meadow Dr.
Colorado Springs, CO 80908

540-270-4635 (phone)

719-358-8138 (fax)

www.MoserTrainingSolutions.com

Moser Training Solutions is a Small Woman Owned Business

1a. Special Item Numbers (SIN) awarded

| | |
|---|---------------|
| SIN 874.1 Consultation Services | Page 12 |
| SIN 874.2 Facilitation Services | Page 12-13 |
| SIN 874.3 Survey Services | Page 13 |
| SIN 874-4 Instructor Led Professional Development Training Descriptions | Pages 14-29 |
| SIN 874-5 Training Support Materials & Services | Pages 7-8, 29 |
| SIN 874.7 Programs and Project Management | Page 29-30 |

1b. Lowest price model number and lowest unit price:

SIN 874.5 – EPIC Online Credit Fee \$3.35

1c. Hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

| | | | |
|-------|----------------------------|-------------------|--------------------------|
| 874-1 | Project Manager | Bachelor's Degree | 5 Years Min. Experience |
| 874-4 | Training Expert | Bachelor's Degree | 15 Years Min. Experience |
| 874-1 | Management Consultant | Bachelor's Degree | 5 Years Min. Experience |
| 874-2 | Facilitation | Bachelor's Degree | 5 Years Min. Experience |
| 874-3 | Survey Services | Bachelor's Degree | 5 Years Min. Experience |
| 874-7 | Program/Project Management | Bachelor's Degree | 5 Years Min. Experience |

2. Maximum order: \$1,000,000
3. Minimum order: \$100.00
4. Geographic coverage: Domestic Delivery – United States (48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington DC, and US Territories)
5. Point of production: Colorado Springs, Colorado
6. Discount from list prices or statement of net price: Prices shown in list are net.
7. Quantity discounts: [Volume discounts of 6-23% available \(See page 5-6\)](#)
8. Prompt payment terms: 2% Net 10 days, Net 30 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.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):

Moser Training Solutions, LLC

Maintains dedicated recycling that includes paper, cardboard, glass, plastic, aluminum and e waste recycling.

Uses 3-% recycled paper in offices and print training materials.

For many custom clients abstain from producing plastic laminate covers for workbooks and training materials.

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/: N/A

25. Data Universal Number System (DUNS) number: 0011542108

26. Notification regarding registration in Central Contractor Registration (CCR) database:

Moser Training Solutions, LLC is registered.

PRICING

| SIN | COURSE TITLE | Course Length | QUANTITY DISCOUNTS | PRICE | PRICE/EACH ADD'L PARTICIPANT OVER 10 |
|-------|---|---------------|--|---|--|
| 874-4 | Leaving a Legacy through Leadership | 2 Days | 1-5 classes 6-9 classes 10 classes | \$7,387.00 \$6,994.07 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Ethics | 1 Day | 1-5 classes 6-9 classes 10 classes | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Mastering Time Management | 1 Day | 1-5 classes 6-9 classes 10 classes | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Problem Solving & Decision Making | 2 Days | 1-5 classes 6-9 classes 10 classes | \$4,388.00 \$4,144.00 \$4,046.00 | 11-15 = \$140.50 16-20 = \$139.00 21-30 = \$137.00 |
| 874-4 | Training Staff Development | 3-Day | 1-5 classes 6-9 classes 10 classes | \$7,008.00 \$6,635.00 \$6,486.00 | 11-15 = \$153.00 16-20 = \$152.00 21-30 = \$150.00 |
| 874-4 | Instructor Development 4-days | 4 Days | 1-5 classes 6-9 classes 10 classes | \$7,468.00 \$7,052.00 \$6,887.00 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Instructor Development 5- days | 5 Days | 1-5 classes 6-9 classes 10 classes | \$9,424.00 \$8,895.00 \$8,683.00 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Instructor Development 10-days | 10 Days | 1-5 classes 6-9 classes 10 classes | \$14,598.00 \$13,779.00 \$13,450.00 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Basic Field Training Officer/Instructor | 4-Day | 1-5 classes 6-9 classes 10 classes | \$7,471.00 \$7,025.00 \$6,848.00 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Advanced Field Training Officer/Instructor (Enhanced Training Techniques) | 2-Day | 1-5 classes 6-9 classes 10 classes | \$4,388.00 \$4,144.00 \$4,046.00 | 11-15 = \$140.50 16-20 = \$139.00 21-30 = \$137.00 |
| 874-4 | Facilitator Workshop (Leading Effective Meetings) | 1 Day | 1-5 classes 6-9 classes 10 classes | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Master Facilitator | 2 Days | 1-5 classes 6-9 classes 10 classes | \$4,388.00 \$4,144.00 \$4,046.00 | 11-15 = \$140.50 16-20 = \$139.00 21-30 = \$137.00 |
| 874-4 | Building Outstanding Teams | ½ - 1 Day | 1-5 classes 6-9 classes 10 classes | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Managing Business Relationships: Facilitation & Networking Skills | 1 Day | 1-5 classes 6-9 classes 10 classes | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |

| SIN | COURSE TITLE | Course Length | QUANTITY DISCOUNTS | PRICE | PRICE/EACH ADD'L PARTICIPANT OVER 10 |
|-------|--|---------------|---|--|--|
| 874-4 | Unlimited Responsibility. Limited Authority! | 1 Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Diversity Training: Acknowledging, Respecting and Valuing Difference | ½ -1 Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | Making the First & Every Contact Count (Customer Service) | 1-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | The Power of Effective Communication | 1-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |
| 874-4 | The Leader in Blue (Public Safety Supervisor & Managers) | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$7,387.00 \$6,994.00 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Leading and Influencing at all Levels | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$7,387.00 \$6,994.00 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Front Line Supervisor | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$7,387.00 \$6,994.00 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Managing Change and Transition | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$7,387.00 \$6,994.00 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Understanding Federal Travel Regulations | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$7,387.00 \$6,994.00 \$6,837.00 | 11-15 = \$160.00 16-20 = \$158.50 21-30 = \$157.00 |
| 874-4 | Survival Tools for the Neighborhood Police Officer | 2-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$4,388.00 \$4,144.00 \$4,046.00 | 11-15 = \$140.50 16-20 = \$139.00 21-30 = \$137.00 |
| 874-4 | Surviving Stress and Negativity | 1-Day | <i>1-5 classes</i> <i>6-9 classes</i> <i>10 classes</i> | \$2,401 \$2,261 \$2,204 | 11-15 = \$124.00 16-20 = \$123.00 21-30 = \$122.00 |

All classes are based priced at 10 participants.

Class discounts listed are for bulk purchase orders per specified quantity (range from 6%-23%).

Participant discounts above the base of 10 participants range from 1%-3%.

Concession: 3% discount if paid prior to course delivery

Cost includes participant materials and instructor fees.

Cost does not include travel, lodging, and meals.

PRICING

| Training Support Materials – SIN 874-5 | | | | | | |
|---|--------------------------------|---------|----------|----------|----------------|--------|
| SIN 874-5 | Quantity Order Discounts | 1-19=1% | 20-49=2% | 50-99=3% | 100- 399=4% | 400>5% |
| 8 Dimensions of Leadership Book S-205.....\$22.95 | | | | | | |
| AiA Classic™ | | | | | | |
| Audio CDs D-174\$60.00 | | | | | | |
| Facilitator’s Kit N-174\$495.00 | | | | | | |
| Participant’s Manual U-174 (set of 4)\$500.00 | | | | | | |
| Coping and Stress Profile® | | | | | | |
| Paper Profile C-260.....\$23.50 | | | | | | |
| Coping and Stress Profile – EPIC\$33.50 | | | | | | |
| Facilitator’s Kit B-260\$600.00 | | | | | | |
| DiSC® Biblical Personal Profile System® | | | | | | |
| Paper Profile C-247.....\$21.50 | | | | | | |
| Facilitator’s Guide B-247\$295.00 | | | | | | |
| DiSC® Buttons | | | | | | |
| “D” Green P-150 (set of 10)..... \$6.50 | | | | | | |
| “I” Red P-151 (set of 10) \$6.50 | | | | | | |
| “S” Blue P-152 (set of 10)..... \$6.50 | | | | | | |
| “C” Yellow P-153 (set of 10)\$6.50 | | | | | | |
| DiSC® Classic Action Planners | | | | | | |
| DiSC® Customer Service Paper Profile C-092 (set of 10)\$76.00 | | | | | | |
| DiSC® Customer Service (EPIC)4 credits.....\$13.40 | | | | | | |
| DiSC® Management Paper Profile C-082 (set of 10)\$76.00 | | | | | | |
| DiSC® Management (EPIC)4 credits\$13.40 | | | | | | |
| DiSC® Managing Performance Paper Profile C-182 (set of 10).....\$76.00 | | | | | | |
| DiSC® Managing Performance (EPIC)4 credits.....\$13.40 | | | | | | |
| DiSC® Sales Paper Profile C-172 (set of 10).....\$76.00 | | | | | | |
| DiSC® Sales (EPIC)4 credits.....\$13.40 | | | | | | |
| DiSC® Talk! Paper Profile C-192 (set of 10)\$76.00 | | | | | | |
| DiSC® Talk! Key to DiSC® Dimensions of Behavior P-192\$6.50 | | | | | | |
| DiSC® Classic Facilitation System (USB Version) | | | | | | |
| DiSC® Classic Facilitation System, Version 3.0 supports MS Office 2003-2007 Q-593 \$1595.00 | | | | | | |
| DiSC® Classic Facilitation System, Version 3.5 supports MS Office 2010 Q-594 \$1595.00 | | | | | | |
| DiSC® Classic DVD D-591\$895.00 | | | | | | |
| DiSC® Classic People-Reading Guide P-591 (set of 10) (circle)\$40.00 | | | | | | |
| DiSC® Classic People-Reading Guide P-593 (set of 24) (folded).....\$24.00 | | | | | | |
| DiSC® Classic | | | | | | |
| Paper Profile C-888.....\$21.50 | | | | | | |
| North American Spanish Edition Paper Profile C-349\$33.50 | | | | | | |
| DiSC® Classic 1.0 – EPIC10 credits\$33.50 | | | | | | |

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|---|----------|
| DiSC® Classic 2.0 – EPIC10 credits | \$33.50 |
| DiSC® Classic 2 Plus – EPIC20 credits | \$67.00 |
| DiSC® Classic Facilitator Report – EPIC15 credits..... | \$50.25 |
| DiSC® Classic Group Culture Report – EPIC15 credits..... | \$50.25 |
| DiSC® Personal Development Profile® Phrase Version Paper Profile C-391 | \$21.50 |
| DiSC® PPSS (Personal Profile System® Software) | |
| General Characteristics Report15 credits..... | \$50.25 |
| Relating to People and the Environment4 credits..... | \$13.40 |
| Strategies for Creating a Positive Relationship 4 credits | \$13.40 |
| Strategies for Managing4 credits | \$13.40 |
| Approach to Managing Others4 credits | \$13.40 |
| Approach to Selling4 credits..... | \$13.40 |
| Strategies for Sales Management4 credits..... | \$13.40 |
| Role Behavior Analysis™5 credits | \$16.75 |
| Comparison of Multiple PPS Report5 credits | \$16.75 |
| Comparison of Multiple PPS/RBAs Report5 credits | \$16.75 |
| Comparison of Multiple RBAs Report5 credits | \$16.75 |
| Comparison of Single PPS/RBA Report5 credits | \$16.75 |
| Response Pad W-528 (pad of 50) | \$130.00 |
| Role Behavior Analysis™ Response Pad W-533 (pad of 50)..... | \$130.00 |
| DiSC® Preview C-203 (set of 25) | \$220.50 |
| Discovering Diversity Profile® | |
| Paper Profile C-298..... | \$21.50 |
| Profile – EPIC10 credits | \$33.50 |
| Group Report – EPIC15 credits..... | \$50.25 |
| Facilitator's Kit B-298 | \$600.00 |
| EPIC Credits W-800 | \$3.35 |
| Sub Account Set-up Fee W-801(Inscape Publishing sets up for you) | \$150.00 |
| Sub Account Set-up Fee (self-service set-up in EPIC)45 credits | \$150.00 |
| Everything DiSC® | |
| Everything DiSC 363® for Leaders – EPIC 50 credits..... | \$167.50 |
| Everything DiSC 363® for Leaders Coaching Supplement – EPIC 0 credits | n/c |
| Everything DiSC® Comparison Report – EPIC 0 credits..... | n/c |
| Everything DiSC® Facilitator Report – EPIC25 credits | \$83.75 |
| Everything DiSC® Group Culture Report – EPIC25 credits | \$83.75 |
| Everything DiSC® Management Facilitation Kit A-211..... | \$995.00 |
| Everything DiSC® Management Profile – EPIC25 credits..... | \$83.75 |
| Everything DiSC® Management Interaction Guides A-211-02 (set of 25)..... | \$24.00 |
| Everything DiSC® Mugs P-353 (set of 4)..... | \$26.00 |
| Everything DiSC® People-Reading Pen P-352 (set of 5)..... | \$23.75 |
| Everything DiSC® Sales Facilitation Kit A-121..... | \$995.00 |
| Everything DiSC® Sales Profile – EPIC25 credits | \$83.75 |
| Everything DiSC® Sales Customer Interaction Guides A-121-02 (set of 25) | \$24.00 |
| Everything DiSC® Sales Customer Interaction Map0 credits | n/c |
| Everything DiSC® Team View – EPIC0 credits..... | n/c |
| Everything DiSC® Work of Leaders™ Facilitation Kit A-401..... | \$995.00 |
| Everything DiSC® Work of Leaders™ Profile – EPIC25 credits..... | \$83.75 |
| Everything DiSC® Work of Leaders™ Wall Posters P-401 (set of 8 different posters) | \$100.00 |
| Everything DiSC® Work of Leaders™ Supplement for Leaders – EPIC0 credits..... | n/c |
| Everything DiSC Workplace® Facilitation Kit A-311..... | \$995.00 |
| Everything DiSC Workplace® Profile – EPIC15 credits..... | \$50.25 |
| Everything DiSC Workplace® Interaction Guides A-311-02 (set of 25)..... | \$24.00 |

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| Everything DiSC Workplace® Style Guides A311-03 (set of 25)..... | \$18.00 |
| I-Sight® | |
| Paper Profile C-230 (set of 25)..... | \$157.50 |
| Instructor's Guide B-230..... | \$60.00 |
| Personal Listening Profile® | |
| Paper Profile C-317..... | \$21.50 |
| Profile – EPIC10 credits..... | \$33.50 |
| Facilitator Report – EPIC15 credits..... | \$50.25 |
| Facilitator's Kit B-318..... | \$600.00 |
| QuikDiSC® Card Game P-034..... | \$76.00 |
| Team Dimensions Profile | |
| Paper Profile C-463..... | \$21.50 |
| Profile 2.0 – EPIC10 credits..... | \$33.50 |
| Profile 2.0 Group Report – EPIC15 credits..... | \$50.25 |
| Facilitator's Kit B-463..... | \$600.00 |
| Hit the Mark Score Pads I-B45..... | \$4.30 |
| Time Mastery Profile® | |
| Paper Profile C-345..... | \$23.50 |
| Profile – EPIC10 credits..... | \$33.50 |
| Facilitator Report – EPIC15 credits..... | \$50.25 |
| Facilitator's Kit B-346..... | \$600.00 |
| Work Expectations Profile | |
| Paper Profile C-251..... | \$23.50 |
| Profile – EPIC10 credits..... | \$33.50 |
| Group Report – EPIC15 credits..... | \$50.25 |
| Facilitator's Kit B-251..... | \$600.00 |

OUR APPROACH

Moser Training Solutions, LLC is privileged to work with corporate and government leaders who want to improve employee and customer satisfaction, while enhancing both individual and team performance.

Our highly experienced staff of training delivery and design professionals has worked successfully with more than 6,000 employees. We have earned a reputation for our ability to take even the most experienced trainers, employees, supervisors and managers to higher performance levels through highly engaging facilitation.

MTS was initially formed to address limitations and disparities associated with training development and delivery within the public safety training and leadership arenas. Tenured and sought-after trainers from both the government and corporate environment with experience

ranging from 16 to 39 years were partnered to offer a unique mix of training expertise to help employees and organizations meet and exceed their organizational growth goals and objectives.

Each of our staff members possess substantial experience as both practitioners and instructors within their assigned instructional topic.

What we do:

Develop People & Customize Training to Meet the Client's Needs

- Leadership & Management
- Interpersonal Skills & Customer Service
- Instructor Development & Facilitation
- Improving Communication and Building Outstanding Teams
- Valuing Diversity
- Ethics

Conduct Individual & Program Assessments

- Distributor for Inscap Publishing™ DiSC® Products that Assess: Communication, Listening, Team & Leadership Dimensions
- Assess Organization and Program Effectiveness

Improve Workplace Safety Sustainability

- Continuity of Operations Planning
- Pandemic Influenza Preparation
- Preventing Violence in the Workplace
- Aligning Workplace Response to an Active Shooter with First Responders

Provide Subject Matter Expertise

- Training Design, Evaluation and Program Implementation
- Assistance Implementing or Managing Projects
- Aligning Emergency Response Actions with those of First Responders
- Interpretation and Application of Standardized Regulations (U.S. Department of State Standardized Regulations)
- Review Law Enforcement Application of Force

Project Management & Consultation

MTS focuses on the development of people “with emphasis on how they interact with others”. Our objective: Challenge the way employees think, and improve the way they perform both individually and as teams. We consider three levels of learning and development: Awareness, Action and Assessment. At MTS we place heavy weight on the trainee's ability to apply their learning vs. merely attending training.

Awareness is heightened through extensive individual involvement in the classroom and through group exercises. These exercises help identify what is working or not working and missing within a workgroup, division, team or organization from the individual's perspective. Various assessment instruments, materials and activities are utilized to discover underlying factors of

individual and team interactions, personality's traits, communication and listening styles (using instruments such as DiSC® , Listening Profiles, and Team Dimensions).

Action is placed on short and long-term takeaways that promote ownership, accountability and **measurable outcomes**. Materials in each session contain related application exercises and action plans. When dealing with teams, focus is placed on contributions to results and building effective processes. Course exercises and materials are designed to highlight the team or department's performance within the context of the organization. For organizations, we examine desired competencies and rewarded performance and communicate their alignment to the project lead.

Assessment: We work with the client to develop measures, determine outcomes and assess the individual's development progress based on the tailored learning. Coaching is a standard part of this developmental process. An assessment example would include the use of Everything DiSC 363® for Leaders which provides direct and comprehensive feedback on the leader effectiveness and areas for potential improvement. MTS will help participants through ongoing coaching to ensure maximum understanding of their feedback.

We view our facilitation services as the backbone of our human capital development engagements. Our ability to rapidly garner participant support and confidence is derived from years of experience and earned credibility doing the job of both government practitioner and manager. Our subject matter experts possess a unique ability to frame presentations, promote attendee involvement and instill individual responsibility and commitment.

By fostering high levels of involvement, we promote enhanced communication and improved interpersonal skills throughout the work team. MTS assists in furthering strategic plans, management goals, organizational effectiveness, employee development, training enhancement and process improvement initiatives. Our trainers and facilitators are skilled professionals of varying backgrounds, who have experience working with personnel at all levels. We use a variety of tools and strategies for gathering data, enhancing individual and team behavior and promoting process improvement.

| SIN | Task | Summary Service Description | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|--|---|--|----------------------------------|------------------------|-------------------------------------|---|---------------------------------|---|---------------------------------|---|----------------------------------|--|--------------------------------------|--|----------------------------|--|-------------------|--|--------------------------------|--|------------------------------------|
| 874.1 | Consulting Services | <p>Our consultants provide first-hand knowledge and bring experience with Government best practices, subject-matter expertise, and situational awareness of current business practice. Their diverse experience performing, supervising, managing, authoring and interpreting government policy aids in their ability to effectively listen, understand and partner with the client to advance predetermined goals and objectives with measurable results.</p> <p>MTS provides comprehensive consulting services that include the following:</p> <table border="0" data-bbox="423 657 1471 1056"> <tr> <td>Training Systems Review, Design & Implementation</td> <td>Survey Design & Implementation</td> </tr> <tr> <td>Law Enforcement Use of Force & Policy Review</td> <td>Customer & Employee Satisfaction</td> </tr> <tr> <td>Interoperability & ICS</td> <td>Leadership Assessment & Development</td> </tr> <tr> <td>Continuity of Operations, Pandemic Influenza Planning & Program Testing</td> <td>Program Review & Audit Building</td> </tr> <tr> <td>Emergency Planning & Testing, Including Violence in the Workplace & Active Shooter Response</td> <td>Customer Satisfaction Analysis</td> </tr> <tr> <td>Performance Measurement (individual, supervisory and unit outcomes)</td> <td>Promoting High-Performance Teams</td> </tr> <tr> <td></td> <td>Risk and Workplace Safety Assessment</td> </tr> <tr> <td></td> <td>Organizational Assessments</td> </tr> <tr> <td></td> <td>Quality Assurance</td> </tr> <tr> <td></td> <td>Policy Interpretation & Review</td> </tr> <tr> <td></td> <td>Transition & Change Implementation</td> </tr> </table> | Training Systems Review, Design & Implementation | Survey Design & Implementation | Law Enforcement Use of Force & Policy Review | Customer & Employee Satisfaction | Interoperability & ICS | Leadership Assessment & Development | Continuity of Operations, Pandemic Influenza Planning & Program Testing | Program Review & Audit Building | Emergency Planning & Testing, Including Violence in the Workplace & Active Shooter Response | Customer Satisfaction Analysis | Performance Measurement (individual, supervisory and unit outcomes) | Promoting High-Performance Teams | | Risk and Workplace Safety Assessment | | Organizational Assessments | | Quality Assurance | | Policy Interpretation & Review | | Transition & Change Implementation |
| Training Systems Review, Design & Implementation | Survey Design & Implementation | | | | | | | | | | | | | | | | | | | | | | | |
| Law Enforcement Use of Force & Policy Review | Customer & Employee Satisfaction | | | | | | | | | | | | | | | | | | | | | | | |
| Interoperability & ICS | Leadership Assessment & Development | | | | | | | | | | | | | | | | | | | | | | | |
| Continuity of Operations, Pandemic Influenza Planning & Program Testing | Program Review & Audit Building | | | | | | | | | | | | | | | | | | | | | | | |
| Emergency Planning & Testing, Including Violence in the Workplace & Active Shooter Response | Customer Satisfaction Analysis | | | | | | | | | | | | | | | | | | | | | | | |
| Performance Measurement (individual, supervisory and unit outcomes) | Promoting High-Performance Teams | | | | | | | | | | | | | | | | | | | | | | | |
| | Risk and Workplace Safety Assessment | | | | | | | | | | | | | | | | | | | | | | | |
| | Organizational Assessments | | | | | | | | | | | | | | | | | | | | | | | |
| | Quality Assurance | | | | | | | | | | | | | | | | | | | | | | | |
| | Policy Interpretation & Review | | | | | | | | | | | | | | | | | | | | | | | |
| | Transition & Change Implementation | | | | | | | | | | | | | | | | | | | | | | | |
| 874.2 | Facilitation | <p>Our trainers and facilitators are skilled professionals of varying backgrounds, who have experience working with personnel at all levels and most are master facilitators. We use a variety of tools and strategies for gathering data, enhancing individual and team behavior and promoting process improvement. MTS Facilitators can assist organizations in many ways, including:</p> <table border="0" data-bbox="423 1392 1471 1591"> <tr> <td>Building Outstanding Teams</td> <td>Law Enforcement Training Development/Delivery</td> </tr> <tr> <td>Leadership Development</td> <td>Tactical Decision Making</td> </tr> <tr> <td>Facilitation</td> <td>Consensus Building</td> </tr> <tr> <td>Training Development</td> <td>Coaching</td> </tr> <tr> <td>Performance Measurement</td> <td>Determining Underlying Problems</td> </tr> <tr> <td>Customer Service Improvement</td> <td>Process and Systems Analysis</td> </tr> </table> | Building Outstanding Teams | Law Enforcement Training Development/Delivery | Leadership Development | Tactical Decision Making | Facilitation | Consensus Building | Training Development | Coaching | Performance Measurement | Determining Underlying Problems | Customer Service Improvement | Process and Systems Analysis | | | | | | | | | | |
| Building Outstanding Teams | Law Enforcement Training Development/Delivery | | | | | | | | | | | | | | | | | | | | | | | |
| Leadership Development | Tactical Decision Making | | | | | | | | | | | | | | | | | | | | | | | |
| Facilitation | Consensus Building | | | | | | | | | | | | | | | | | | | | | | | |
| Training Development | Coaching | | | | | | | | | | | | | | | | | | | | | | | |
| Performance Measurement | Determining Underlying Problems | | | | | | | | | | | | | | | | | | | | | | | |
| Customer Service Improvement | Process and Systems Analysis | | | | | | | | | | | | | | | | | | | | | | | |
| 874.3 | Survey Services | <p>MTS has experience conducting organizational assessments within local, state and federal government agencies. These include taking employee pulse checks regarding job satisfaction, support and understanding of agency goals, safety and security site assessments, as well as measuring service and community satisfaction. We have</p> | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>been on both ends of these surveys and work to help you understand and interpret findings for maximum organizational impact. Examples of related services:</p> <ul style="list-style-type: none"> Identify Service Needs and Levels of Customer Satisfaction Evaluate the Effectiveness of your Organizational Structure and Staffing Assess and Identify Training Needs Understand Employee and Organizational Attitudes <p>There should be a close alignment between the specific needs, issues or goals of the organization, individuals and the training content. We acknowledge that there are many perceptions and opinions to uncover and it is often necessary to validate critical information to help align the business process with training. Here are some of the tools available to help hit the target:</p> <ul style="list-style-type: none"> Organizational Culture Assessment Process Organizational Improvement Discussions Focus Groups Employee or Customer Satisfaction Surveys On-site Observation and Ride-along Individual Personality Profiles or Assessments Individual or Team Interviews Review Systems, Policy and Procedures, or Training Materials Review Current Performance Level of Staff or Teams Review Past Assessments, Studies or Concerns <p>To help your employees perform better, MTS draws upon its role and experience as a distributor and facilitator of Inscape Publishing™ products and tools including:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Everything DiSC® 363™ Feedback for Leaders Profile DiSC® PPSS DiSC® Action Planners Role Behavior Analysis Everything DiSC® Classic Adventures in Attitudes® AiA Classic™ Coping and Stress Profile® Dimensions of Leadership Profile® Discovering Diversity Profile® </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Other DiSC® Profiles Personal Learning Insights Personal Listening Profiles® Team Dimensions Profile Time Mastery Profile® Training Enhancers Work Expectations Profile idXready™ DiSC Classic® DiSC® Indra® </td> </tr> </table> | <ul style="list-style-type: none"> Everything DiSC® 363™ Feedback for Leaders Profile DiSC® PPSS DiSC® Action Planners Role Behavior Analysis Everything DiSC® Classic Adventures in Attitudes® AiA Classic™ Coping and Stress Profile® Dimensions of Leadership Profile® Discovering Diversity Profile® | <ul style="list-style-type: none"> Other DiSC® Profiles Personal Learning Insights Personal Listening Profiles® Team Dimensions Profile Time Mastery Profile® Training Enhancers Work Expectations Profile idXready™ DiSC Classic® DiSC® Indra® |
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| 874.4 | Training Services | <p>MTS offers multiple off-the-shelf training programs and workshops that develop interpersonal, training, customer service, leadership and management skills, including a unique <i>Behind the Badge</i> series tailored to law enforcement personnel. Each offering may be adapted to the client’s specific needs, or a fully customized</p> | | |

program may be developed using our six step process:

- Understanding the Client Business Needs
- Conducting an Environmental Assessment
- Gaining Client Commitment
- Tailoring the Design Process
- Delivery of Training
- Follow-up & Accountability

COURSE OFFERINGS

Courses:

Leaving a Legacy thru Leadership 2-Day

Target Audience: All positions of influence, key staff members, supervisors and managers

Every Manager and Director, aspires to create sustainable employee and organizational development along with institutional commitment. This highly interactive course is intended to promote leadership, teamwork, accountability and safety at all levels of the agency. Leaving a Legacy thru Leadership will assist all employees, particularly supervisors and managers in developing and furthering critical interpersonal and leadership skills needed in today's complex work environment.

Attendees will be afforded the opportunity to enhance their ability to perform more effectively as teams, avoid conflict, and value variance while promoting leadership and accountability. The MTS Leaving a Legacy thru Leadership course will "challenge the way employees think and enhance the way they perform" regardless of position, assignment or authority.

Objectives:

- Analyze Personality Traits and Evaluate their Influence on Interactions
- Discuss the Impact of their Actions and Attitude on Others
- List Common Characteristics of Outstanding Leaders
- Define what Breaks Down Interpersonal Communication
- Experience Challenges to even the Most Effective Teams
- Name Strategies to Effectively Delegate
- Apply Methods to Avoid and Address Conflict
- Learn ways to Influence Others and Create Positive Working Environments
- List Optimum Characteristics of Top Performing Teams
- Develop a Process for Understanding Others and Strengthening Relationships
- Experience Highly Interactive Activities that will Help Attendees Understand what Happens when Co-workers do not Effectively Communicate

Define their Dominant Communication Tendency
Experience Generational Variance and the Value of Diversity
Express Methods to Provide Effective Feedback and Counseling

Ethics ½ or 1-Day

Target Audience: All employees

Each day, government employees across the Country come under great scrutiny for the improper actions of the few who elect to violate their oath and office. This is unfortunately true, regardless of where the breach of office occurs. Public trust is critical to all government agencies and must be constantly prioritized to be maintained. This workshop focuses on the value and influence of the ethical leader and reveals the perceptions and outcomes caused by the few who elect to comprise their position. Attendees will be exposed to case studies that demonstrate the influence of leadership, and the need for all employees to do the right thing, for the right reason at the right time regardless of rank or position.

Objectives:

Analyze Case Studies of Situations that have Resulted in Conflict & Identify Actions that Employees, Supervisors and Administrators could have Taken to Intervene

List the Core Elements of the Office of Government Ethics

Identify Potential Conflicts of Interest (dilemmas, temptations, responsibilities)

Discuss Early Warning Signs

Evaluate the Perceived Origins/Contributions to the Degradation of Integrity

Illustrate an Example of Customer Dissatisfaction Stemming from Employee Language or Delivery

State a Misuse of Position

Describe an Ethical Leader

Mastering Time Management 1-Day

Target Audience: All employees

Regardless of our work environment time is an asset we will never have enough of. This class focuses on identifying time wasters, and maximizing on strategies and tools to help us manage time and focus on what is most important.

Objectives:

Identifying the Barriers to Planning
Name 5 Steps of Effective Planning
List Time Wasters
Define a Strategy to Prioritize
Analyze Organizational Distractions
Describe an Effective Delegation Process

Problem Solving & Decision Making 2-Day

Target Audience: All employees, particularly project managers, team leaders & supervisors

Many strong leaders are keenly aware of the need to equally balance their leadership (people) skills with strong management (process) skills. Blooms Taxonomy has provided time tested guidance that has helped us identify how we can grow people beyond the mere ability to recall information. This workshop will capitalize on those learning's so that all team members are inspired to contribute, innovate and take managed risk toward growth. Participants will gain a broader understanding of the need for strategic thinking, innovation, and managed risk taking.

Objectives:

Describe how Humans Make Decisions
Analyze Models of Critical Thinking and Planning
Define Risk Aversion
Demonstrate Techniques that Promote Team Involvement and Encourage Creativity
Utilize an Affinity or SWOT Process within a Decision Process Exercises
List Common Decision Making Challenges
Review Two Publications Associated with How we Make Decisions
Identify Methods to Promote Appropriate Risk Taking
Name how to Problem Solve in a Constructive and Positive Manner
View Differing Perspectives
Identify what Happens when People Make Demands
Turn Apathy into Collaboration and Opportunity for Progress and Solutions

Training Staff Development 3-Day

Target Audience: Any staff member involved in training and those involved in supervision or management of training personnel

Designed to help retention rates to climb, this course will give training and recruiting

staff the tools they need to excel. Whether assigned to a regional, or an independent training facility, training and hiring staff are perhaps the most overworked and undervalued employees in our agencies. This course will give them the tools they need to perform their critical role at the highest capacity, while also setting the agency's future in the right direction!

Many of our most talented employees have been assigned to training and recruiting positions because they were good at what they did in the field as an operator. In most instances these employees have been selected because of their outstanding street skill-sets and reputation. However, it is not uncommon for these exceptional officers to become frustrated, as they find the skills they developed as operators did not adequately prepare them for the demanding nature of an academy training environment.

As an example, the role of the basic recruit instructor is complex and requires a variety of skill sets ranging from; supervisor, mentor, evaluator, technical expert to classroom presenter. The Training Staff Development Course is specifically designed to assist these critical staff members in developing the necessary skills to excel in this important role. This is not a typical classroom instructor development course. This intense course will provide new and experienced training staff the opportunity to focus on interpersonal skills necessary to excel in their unique positions.

Objectives:

- List the impact of leadership on trainees, co-workers and agency
- Clarify principles of basic supervision needed to manage squads of trainees
- Relate personality traits and their influence on learning and training team dynamics
- Label legal issues associated with training and hiring
- Define principles of adult learning
- Describe methods to overcome stress, avoid 3rd attempts and control emotions
- Solve what breaks down interpersonal communication
- Develop a plan for improving questioning, listening and coaching skills
- Clarify the difference between telling, showing, doing, and coaching
- Name practical methods of providing effective feedback
- Demonstrate ways to handle conflict, difficult people & work as an effective training team
- Outline methods to create documents that improve performance and protect the agency
- List remedial training strategies
- Relate the trainee's viewpoint
- Design training environment that motivate employees of all generations
- Defend the need for learning objectives within training scenarios

Instructor Development Offered as 4, 5 or 10-Day

Length and content depend on client need and certification requirements.

Target Audience: Any staff member who provide formal training

From lesson plan development to classroom facilitation, this course will develop attendees into instructors that inspire others. Particular emphasis is placed on creating learning environments that promote understanding and adaptation, versus mere lecture with short term retention of “training objectives”. Students will be introduced to the fundamentals of course design, basic facilitation skills and techniques to manage a classroom.

Objectives:

- Conduct a Task Analysis
- Write Learning Objectives and Develop Lesson Plans
- Demonstrate how to Promote Involvement and Effectively “Manage” the Classroom
- Use Learned Techniques to Enhance their Overall Communication Skills
- Develop Techniques to Motivate and Inspire their Students
- Name Training Resources and Aids, and Define their Proper Application in the Classroom
- Design Test Questions that are Clearly Understood by their Classmates
- Relate Legal Issues Associated with Training
- Summarize Principles of Adult Learning
- Demonstrate Excitement and Energy in their Training
- Compose an Effective Presentation Opening
- Define Techniques for Capturing and Holding Audience Attention
- Develop a Plan for Facilitating Difficult Discussions and Work with Challenging Audiences
- Use Vocal Range, Tone and Body Language to Enhance Presentations
- Write a Closing to a Talk that Inspires Action
- Create question and answer periods that promote involvement

Basic Field Training Officer (Instructor) 4-Day

Target Audience: Employees who provide one-to-one training

This course focuses on proven training, supervision, and interpersonal skills that support all agency-training models. Instructional blocks are structured for high levels of student involvement, designed to ensure attendees are best prepared to maximize valuable field training periods. This highly interactive workshop will help trainers

understand their leadership influence; learn techniques to avoid/navigate personality conflicts, and to communicate more effectively. Ultimately, this exposure will help take the field trainer to a new level of excellence, reduce their frustrations and maximize the trainees' learning experience.

Objectives:

- The FTO, Role Model & Leader
- Understanding Personality Traits & Their Influence on Learning
- Theories of Adult Learning
- Coaching to Top Performance
- Problem Solving & Handling Learning Challenges
- Legal Aspects of Training
- Communicate to Lead, Motivate, & Influence
- Performance Evaluations & Related Documentation Requirements (note taking and overcoming common deficiencies)
- Effective Feedback & the Right Way to Handle Mistakes
- Practical Training Exercises
- Training Strategies & Remedial Options
- Time Management
- Understand the Difference Between Showing, Telling, Doing, and Coaching
- Learn How to Create a Sense of Direction in their Training
- Experience the Impact of Stress on Learning

Advanced Field Training Instructor (Enhanced Training Techniques 2-Day)

Target Audience: Employees who provide one-to-one training and have previously attended the Basic Field Training Officer Course

This course is designed to help overcome and address today's training challenges associated with generational and cultural variances, and other communication challenges. This highly interactive workshop will also help trainers understand their leadership influence; learn techniques to avoid/navigate personality conflicts, and to communicate most effectively. Ultimately, this exposure will help take those who provide one-on-one training to a new level of excellence, reduce their frustrations and maximize the trainee's learning experience.

Objectives:

- Gain an Understanding of Generational Impact and Diversity on Training
- Understand what Breaks-down Interpersonal Communication and what to do About it
- Be Able to Identify Different Personalities and Learning Styles
- Learn How to Support and Encourage Intelligent Risk-taking

Turn Negative Attitudes into Healthy Positive Ones
Learn How to use Positive Reinforcement to Increase Learning and Motivation
Discover the Underlying Causes of Lack of Performance or Negativity
Learn How to Build the Officer's Confidence and Create Excitement
Learn How to Give Feedback Without Causing Resentment
Enhance Relationship Skills that Build Long-term Trust
Learn the Coaching Process
Improve Questioning, Listening and Coaching Skills
Understand the Difference Between Showing, Telling, Doing and Coaching
Learn How to Create a Sense of Direction in their Training
Be Exposed to Proven Remedial Strategies
Experience the impact of stress on learning

Facilitator Workshop (Leading Effective Meetings) 1-Day

Target Audience: All employees responsible for facilitating meetings

Too many meetings are simply a waste of time, energy, and money. Industry surveys found more than 70% of the people who attend meetings felt that most were not worth their time. Our goal is making people want to be there, rather than simply demanding that they show up. The key is to build interest, and a sense of excitement about the meeting, its purpose and the anticipated outcomes.

Objectives:

Determining to Meet or not to Meet
Defining Goals, Objectives and Outcomes of the Meeting
Planning and Preparing the Meeting
Creating Effective Agendas
Facilitating the Meeting, Room Layout and Methods to Maximum Participation
Tools Required and their Proper Application vs. Death by PowerPoint
Powerful Openings & Closings
Developing your Return on Investment for the Meeting
Identifying Action Steps for Participants
Conducting Meeting Critiques

Master Facilitator 2-Day

Target Audience: Employees who conduct frequent briefings or presentations

Designed specifically to assist employees in developing the skills necessary to

facilitate presentations with internal and external groups (including a wide variety of community groups), under varying circumstances and conditions. Some examples include: focus groups, town hall meetings, business leaders, community activist, community action groups and more.

Attendees will learn strategies to improve their interpersonal and group presentation skills and learn to win support!

Objectives:

- Creating an Effective Presentation Opening
- Capturing and Holding Audience Attention
- Facilitating Difficult Discussions Under Extreme Conditions
- Develop the Ability to Work with Challenging Audiences
- Vocal Range, Tone and Body Language
- Responding to Formal Interviews with Ease
- Using Evidence Creatively and Credibly
- Closing a Talk and Inspiring Action
- Fundamental Techniques for Dealing with People
- Becoming more Convincing
- Utilizing Question and Answer Periods
- Improving Techniques for Reading from Text

Building Outstanding Teams ½ or 1 Day.

Target Audience: All team and unit members

The team building workshop will assist team members and managers develop critical communication and interpersonal skills needed in today's complex work environments. This experience will assist attendees with identifying how their communication tendencies differ from and sometimes conflict with others, while affording them the opportunity to enhance their ability to perform more effectively as a team.

Objectives:

- List optimum characteristics of top performing teams
- Describe Effective Debriefs
- Be Exposed to Ways to Handle Conflict, Change, Difficult People and Work as an Effective Team
- Demonstrate an Understanding of Personality Traits and their Influence on Team and Overall Program Effectiveness
- Identify what Breaks-down Interpersonal Communication and Learn what to do about it

Name Listening Styles and Review Questioning Skills that Lead to Empathetic Listening
Experience Activities to Better Understand what Happens when Co-workers do not Effectively Communicate
Define their Dominant Communication Tendency

Managing Business Relationships: Facilitation, Presentation & Networking Skills 1-Day

Target Audience: Designed specifically to assist staff members in developing the skills needed to build program membership and support, facilitate research activities, host effective meetings, present ideas, defend proposals and advance leads.

Objectives:

Attendees will learn to strategize to improve their networking, interpersonal and facilitation skills, while learning how to maximize business relationships and win support by:

Becoming Proficient at Knowing what Questions to Ask, and when to Ask them

Learning to Listen for Opportunities to Expand their Objectives and Relationships

Gaining Methods to Constantly Build Relationships

Understanding how to Manage Business and Community Leads/contacts

Learning how to Capture and Hold a Listeners Attention

Learning how to Facilitate Discussions and get People Talking

Developing Methods to Connect Human Networks

Improving Vocal Range, Tone and Body Language to Deliver Effective Presentations

Experiencing how to Respond to Formal Interviews and Briefs with Ease

Establishing Methods to Improve Follow-through and Execute Action

Expanding Ability to Convince Others

Unlimited Responsibility, Limited Authority! 1-Day

Target Audience: Non-supervisory employees who manage projects or coordinate responsibilities that require action from others

Most agencies have employees assigned within various departments and units that are responsible for advancing projects, work and the manager's vision. However, these employees (such as an Administrative Assistants) typically lack position power and

are frequently tasked with managing activities and projects when they have no or limited authority over those responsible for getting the work completed and turned in on time.

Today's work environment is complex and seems to be full of never ending distractions, sometimes making us feel over-tasked and helpless. To be the best, our staff members need additional skills such as; building credibility, conflict resolution, increasing trust, listening and communicating effectively to become empowered as a person of influence.

Objectives:

Develop Skills that Help Establish Credibility and Trust

Learn How to Influence and Convince Others

Gain Insight on Projecting Self-confidence without being Pushy or Negative

Understand How to Work with Different Personality Temperaments

Learn the Difference Between Responsibility and Accountability

Develop a Process for Understanding Others and Strengthening Relationships

Be Exposed to Listening Exercises that will Help them Communicate

Acknowledging, Respecting and Valuing Difference ½ - 1 Day

Target Audience: All employees

Successful agencies are comprised of a diverse workforce and many serve a varied customer base. Additionally, work teams are made up of individuals from very diverse backgrounds. Differences in values, experiences, gender, sex, race, culture, language, education level, norms and lifestyles can cause misunderstanding. The conflict and discord that sometimes emerge can hamper the team's effectiveness.

When we focus on human relationship skills and intercultural sensitivity to build cooperation in diverse teams, we can use these differences to create opportunities for innovation and progress within the work environment. The MTS Acknowledging, Respecting and Valuing Difference training will bring awareness to the rewards of recognizing, acknowledging, seeking and valuing differences in a fun and enthusiastic manner.

Objectives:

Identify the Value of Diversity Within our Teams

Analyze Generational Diversity as a Sample of Variance and Perceived Misunderstandings

List the Characteristics of Top Performing Teams

Name Filters that Sometime Hinder Perspectives

Examine how Behaviors Impact People Differently

State an Example of an Equal Employment Opportunity Issue

Making the First and Every Contact Count (Customer Service) 1-Day

Target Audience: Frontline service providers including but not limited to call-takers, front-desk and administrative assistants

Frontline service

The most valuable and crucial employees serve their agency from the front. Front desk personnel, call-takers and administrative assistants are vital to the success of our agencies, and we need to give them the tools necessary to do their jobs better with reduced stress!

The advent of cell phones, e-mail and other modern communication enhancements has posed unique challenges for all public safety communicators, not just 911 operators. The challenge - how to provide excellent service when the volume is unprecedented and employee burnout is high?

We need to build confidence in our customer and in our profession. Call-takers and staff responsible for first interaction with the public set the trend for departmental support, and affect how investigations proceed and this course is designed to take what works in private industry to the station house. Make their job more effective and enjoyable!

Objectives:

Learn Effective Ways to Ask Questions and Listen

Learn How to Handle Difficult Questions with Tact and Diplomacy

Understand the Importance of Meeting and Greeting to Create a Positive First Impression

Learn to be Proactive vs. Reactive

Learn to Take the Initiative to Engage Others in Conversations

Build Individual and Team Confidence and Enthusiasm

Learn Methods to Deal with Difficult Personalities

Gain a Strong Sense of the Importance and Impact of each Individual's Role

Feel Good about Making a Difference to their Agency

Understand Personal Responsibilities

Understand the Impact of Attitudes and Emotions Involved in Customer Service

Learn Methods to Resolve Complaints Successfully

Get a Basic Refresher of Customer Service Skills, Attitudes and Techniques to Develop a Personal Plan to Make a Difference

Renew Positive Impacting Phone Skills

The Power of Effective Communication 1-Day

Target Audience: All employees

Industry studies have shown that nearly 40% of all communication is misunderstood by the intended message receiver and many would agree that miscommunication is the underlying cause of conflict. This course is designed to assist employees in developing their listening and overall communication skills. Through extensive interaction and the use of personal assessment instruments participants will learn to overcome natural filters dramatically improving listener retention while reducing conflict.

Objectives:

Name what occurs when People don't Effectively Communicate

Identify Methods to Become a Better Listener

Build Relationships that Last

Demonstrate Communication Techniques to Overcome Natural Filters

Analyze Personal Listening Styles

Navigate Conflict

Describe how Vocal Range, Tone and Body Language Improve or Hinder Communication

Close a Discussion and win Support

The Leader in Blue 2-Day

Target Audience: All public safety and Risk Management personnel

The MTS *Leader in Blue* course is designed to inspire commitment, accountability and ownership regardless of position, assignment or rank. This highly interactive course is intended to promote leadership, teamwork and safety at all levels of the agency.

Attendees will: analyze tactical realities, promote officer safety and distinguish the difference between authority and influence. Simply put, it isn't the administration that is going to make the ultimate difference and get the difficult job done, it is the informal leaders and front line staff "behind the badge" who will get others to follow and carryout the mission of the organization!

Objectives:

Analyze Tactical Considerations and Enhance Safety

Recognize the Impact of their Actions on Others

Relate the Impact of Leadership on all Employees

List Common Characteristics of Outstanding Leaders
Differentiate Personality Traits and Evaluate their Influence on Interactions
Underline what Breaks Down Interpersonal Communication
Understand what Challenges Effective Teams
Apply Methods to Handle Conflict, Change, Difficult People
Learn Ways Influence Others and Create Positive Attitudes
Develop a Process for Understanding Others and Strengthening Relationships

Leading and Influencing at all Levels 2-Day

Target Audience: All employees

Leadership is not a position and it exists at all levels of every organization. This class will immediately engage participants and help them identify ways they can do more of what is working, less of what is not and lead the way to fill in what is missing in their work units. Every agency has employees assigned within various departments and units that are responsible for advancing projects, work and the manager's vision. However, these employees typically lack position power and are frequently tasked with managing activities and projects when they have no or limited authority over those responsible for getting the work completed and turned in on time.

Today's work environment is complex and seems to be full of never ending distractions, sometimes making employees feel over-tasked and helpless. To be the best, our staff members need additional skills to help them build credibility, resolve conflict, increase trust, and improve listening and communication skills to become empowered as a person of influence.

Objectives:

Name the Origins of Leadership
State Methods to Enhance their Ability to Sell Ideas
Practice Skills that Help Establish Credibility and Trust
Describe How to Influence and Convince Others
List Characteristics of Outstanding Leaders
Demonstrate Self-confidence Without being Pushy or Negative
Identify Different Personality Temperaments
Define Responsibility and Accountability
Develop a Process for Understanding Others and Strengthening Relationships
Be Exposed to Listening Exercises that will Help them Communicate More Effectively

Frontline Supervisor 2-Day

Target Audience: Newly Promoted or Prospective Supervisors

Do you promote your best employees? Did you give them the tools necessary for this new role? They might have been the best in the field, but they might be woefully unprepared for this promotion. This course is designed to give new supervisors the tactical edge in surviving the challenges of leading and managing. This course focuses on leadership, communications, human relations and supervisory skills that will best prepare them in leading your agency day-to-day to the highest levels.

Objectives:

- Identify Steps Associated with the “Art of Delegation”
- Review your Roles and the Associated Expectations
- Identify your Ability to Communicate and Influence Beyond mere Authority
- Analyze Current, Past and Future Generations and their Differences
- Distinguish the Difference Between Motivation and Manipulation
- List 5 Theories of Motivation
- Describe Personality tendencies “yours and theirs” and it’s Influence on your Ability to Lead Others
- Name Ways to Give Feedback, Inspire and Improve Performance Outcomes
- Relate Values and Leadership
- Write a Performance Improvement Plan

Managing Change and Transition 2-Day

Target Audience: All employees responsible for implementing change

Life is always evolving through change and every organization and individual is affected by change and transition. Unfortunately, organizational change initiatives fail at an alarming rate and many are then perceived by employees as “projects of the month”. This workshop educates participants to the steps necessary to accomplish successfully implemented change initiatives. It will help organizational leaders communicate change appropriately throughout the organization; enhance employee engagement at all levels of the organization. Participants will examine the Organizational Change Management Life Cycle methodology (Identify, Engage, and Implement).

Objectives:

- Analyze Cycles and Gain a Measured Understanding of the Transition Management Process
- List Steps Needed to Effectively Manage Change and Transition

Name and Clarify Three Phases of Transition
Write an Implementation Plan for a Simulated Organizational Change
Describe Obstacles that keep Employees from Accepting Transition.
Define conflict
Name the Origins of Conflict
Analyze Underlying Causes of Negativity

Understanding Federal Travel Regulations 2-Day

Target Audience: Employees who travel as part of their employment

Attendees will be exposed to the regulations associated with Temporary Duty and afforded an opportunity to understand how these regulations are derived. The instructor will use her expertise associated with years of collection/analysis of allowance/differential information, the eAllowances program to help attendees avoid costly mistakes and help ensure adherence to current Federal Travel Regulations.

Objectives:

List the Rules of General Travel under Temporary Duty Travel Allowance
Name Allowable Expenses
Describe the Process for Arranging Travel
Interpret statutory policy requirements
Define Responsible Travel
Name Ways to Minimize Cost

Survival Tools for the Neighborhood Police Officer 2-Day

Target Audience: Field employees who are responsible for community problem solving and facilitating neighborhood meetings

Neighborhood conflicts, enhanced community fear and other variables, place patrol officers into territory where their officer survival and patrol skills may not be adequate. Give your officers a tactical edge by providing them the tools necessary for the nature of their new work!

Attendees will learn strategies to improve their interpersonal and group presentation skills and learn to win community support!

Objectives:

Plan, Organize and Facilitate Professional Presentations
Communicate Ideas with Clarity and Force
Facilitate Difficult Discussions
Develop the Ability to Work with Challenging Audiences

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| | | <p>See things from the Citizen’s Perspective Turn Negatives into Positives Develop Methods to Change People’s Attitude without Giving Offense, or Arousing Resentment Strategize to Leave Contacts with Positive Impressions Learn Fundamental Techniques for Handling People Effectively Communicate, with Interpersonal Skills and Self-confidence Establish and Build Rapport, Trust and Improve Relationships</p> <p><u>Surviving Stress & Negativity</u> 1-Day</p> <p>Target Audience: All employees</p> <p>What impact does attitude have on the ability of employees to do their job effectively? Everything!</p> <p>Government service, public safety, communications and correction work is sometimes just plain difficult! It is understandable why employees can become cynical about society and burned out. But what impact does that have on the department and the employee? This course will help refocus the employee and replace stress with enthusiasm.</p> <p>Objectives:</p> <ul style="list-style-type: none"> Refocus on what’s Most Important Understand Underlying Causes of Negativity Around them Turn Apathy into Collaboration Survive and Develop Solutions for Dealing with Stress and Negativity Motivate Themselves and Others |
| 874.5 | Ancillary Supplies and/or Services | <p>Support products are those items used in support of services offered in SINs 1-4. Support products can be workbooks, training manuals, slides, overhead transparencies, CDs, DVDs, software programs, etc. Any support products offered must be supplied in conjunction with services offered. Samples are available for review.</p> |
| 874.7 | Program and Project Management | <p>Whether associated with managing a special project, implementing a new piece of equipment, overseeing a capital project or implementing new technology, experience, understanding and strong leadership and management skills are essential for managing the project at-hand. MTS aligns staff with the appropriate experience and skill level to assist with design through implementation.</p> <p>Our steps:</p> <ul style="list-style-type: none"> Define Clear Project Goals and Measurable Deliverables |

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| | | <p>Plan and Run Projects Using Best Practices Produce a Project Plan for Successful Delivery Implement Risk-management Techniques and Mitigation Strategies Manage and Respond to Changing Variables Associated to the Emergency World Estimate and Schedule Task Work and Duration with Confidence Implement Monitoring Tools Recognize and Practice the Leadership Skills Needed to Run a Motivated Team</p> |
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