



CORPORATE
RESOURCE
GROUP, INC.

Corporate Resource Group, Inc.

GSA

SCHEDULE 69

TRAINING AIDS AND DEVICES;

INSTRUCTOR-LED TRAINING;

COURSE DEVELOPMENT

& TEST ADMINISTRATION

Catalog

May 2008

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GSA Training Aids and Devices; Instructor-Led Training; Course Development & Test Administration Services

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: Training Aids and Devices; Instructor-Led Training; Course Development & Test Administration

Contract Number: GS-02F-0094U

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

Contract period : 5/19/08 to 5/18/13

Contractor's name address, and phone number (include toll-free WATS number and FAX number, if applicable):

Corporate Resource Group, Inc.
Attn: Darwin L. Eads, Ph. D., President or Rebecca (Becky) Runyen, Administrative Assistant
5072 Jericho Road, Suite 100
Columbia, MD 21044
(410) 740-8004 Phone
(410) 740-8005 Fax

Contractor's internet address/web-site where schedule information can be found (as applicable):

www.crginc.com

Contract administration source (if different from preceding entry):

Business size: *Small Business*

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

1b. identification of the lowest price model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. *27-400 Instructor Led Training (see pages 6-12, 15-17)*

1c.If the Contractor is proposing 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. If hourly rate are not applicable, indicated "Not applicable" for this item. *27-500 Course Development (see pages 13-15)*

2. Maximum order: *\$1,000,000.00*

3. Minimum order: *\$100.00*

4. Geographic coverage (delivery area): *Worldwide delivery*

5. Point(s) of production (city, county, and State or foreign country); *Columbia, Howard County, Maryland*

6. Discount from list prices or statement of net price: *Prices shown on attached price list are net prices with discount included.*

7. Quantity discounts: *Prices shown on attached pricelist are net prices with discount included.*

8. Prompt payment terms: *Net 30 days*

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: *Not applicable*

9b. Notification that Government purchase cards are accepted or not accepted above the micro-purchased threshold: *Not applicable*

10. Foreign items: *Not applicable*

11a. Time of delivery (Contractor insert number of days.): *Net 15 days ARO*

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery: *Not Applicable.*

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: *Contact Contractor for overnight and 2-day delivery.*

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: *Contact Contractor to effect a faster delivery.*

12. F.O.B. point(s): *Destination*

13a. Ordering Address(es):

Corporate Resource Group, Inc.
Attn: Darwin Eads, Ph.D., President or Rebecca (Becky) Runyen, Administrative Assistant
5072 Jericho Road, Suite 100
Columbia, MD 21044

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). Contractor is to simply include this statement as Item 13b.

14. Payment address(es):

Corporate Resource Group, Inc.
5072 Jericho Road, Suite 100
Columbia, MD 21044

15. Warranty provision: All services will be provided in a professional and workmanlike manner.

16. Export packing charges, if applicable: Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): *Not applicable*

18. Terms and conditions of rental, maintenance, and repair (if applicable): *Not Applicable*

19. Terms and conditions of installation (if applicable): *Not Applicable*

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): *Not Applicable*

20a. Terms and conditions for any other services (if applicable): *Not Applicable*

21. List of services and distribution points (if applicable): *Not Applicable*

22. List of participating dealers (if applicable): *Not Applicable*

23. Preventive maintenance (if applicable): *Not Applicable*

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): *Not Applicable*

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/: *Not Applicable*

25. Data Universal Number system (DUNS) number: 556070993

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

Services

Corporate Resource Group, Inc. (CRG) was founded in response to the management challenges that all corporations face in a rapidly evolving business climate. Combining his extensive experience in both psychology and the business world, Dr. Darwin L. Eads created CRG to provide the industry's most comprehensive array of management psychology services to organizations all over America and internationally. Located in Columbia, Maryland, CRG continues its history of strong growth with an increasingly diverse and progressive business and health care clientele.

SIN 27- 400 Instructor-Led Training

Whatever your operation's focus, it is driven by *people*. Complicated people who are capable of excellence. Finding the right people, helping them reach and expand their potential, and creating the environment that facilitates their best individual and team contributions are ongoing organizational challenges. And they are ones Corporate Resource Group, Inc. is uniquely qualified to help you master.

Corporate Resource Group, Inc. (CRG) is a management consulting and training firm dedicated to empowering businesses through more effective selection, development and management of people and to improving productivity through enhanced interpersonal working relationships.

As experienced management psychologists, we have insights into human motivation and behavior that enable our interventions to, quite simply, get better results. Having also been tempered in the fire of business leadership, we are suspicious of overly theoretical approaches. Consequently, CRG offers you a rare combination: human behavior expertise and corporate executive experience.

Training Programs that we offer include:

- *Emotional Intelligence*
- *Leading Performance*
- *Delivering Performance*
- *Managing Change*
- *Advanced Interview Skills*
- *Creating Successful Working Relationships*
- *Individual Problem-Solving*
- *Effective Team Membership Skills*
- *Developing Effective Consultative Skills*
- *Creating a Safe Work Environment*
- *Effective Facilitation Skills*
- *Managing Patient Relationships*

Training Programs Descriptions

Emotional Intelligence

Emotional Intelligence, developed through our collaboration with Dr. Hendrie Weisinger - noted psychologist, professor and author of Emotional Intelligence at Work - is a CRG training solution that's producing exciting results. Our course covers this in-demand topic in a practical, flexible five-module program:

- **High Self-Awareness.** Teaches recognition of feelings, how they relate to behavior, how they shape other's perceptions and how they affect decisions and their outcomes.
- **Managing Emotions.** Instills the ability to self-stabilize, which enables employees to bounce back quickly from failures and set-backs and to be objective under stress.
- **Motivating Oneself.** Builds focus, self-control, patience and personal accountability skills that are the foundation of accomplishment and outstanding performance.
- **Interpersonal Expertise.** Provides practical tools for managing conflict, building consensus, giving criticism, negotiating, advocating, team communication and more.
- **Coaching Others.** Helps subordinates, peers and superiors to learn and perform more effectively while building relationships based on trust and loyalty.

These modules can be taught as individual classes or mixed and matched for the needs of the agency.

Leading Performance

The marketplace is changing more rapidly than ever before. Everyday, it seems that what it takes to get ahead is more than it took yesterday. How will you ever get your people to understand what's important to the company and to stay focused day after day? And who's going to be accountable?

Organizations no longer have the luxury of managing by good intentions. Managers must hold a greater number of employees accountable for higher performance levels without having the time to command or control them. Today's manager must lead and motivate; giving their people a clear understanding of the priorities and needs of the organization, and allowing the employee to make daily decisions and take action. Many organizations are falling behind simply because their management systems haven't kept pace with these changes.

At the heart of this issue beats the question: How can I hold my people accountable if I'm not there to tell them what to do?

The pressure is on to make sure that everyone knows exactly what needs to be done and will assume personal responsibility for getting it done. There simply aren't enough hours in the day to run around and check up on everything. Any one employee slacking off creates immediate problems for the rest of the organization.

This program is an integrated series that will polish the skills needed to create a rigorous, systematic means for establishing direction and ensuring accountability.

Leading Performance covers the four aspects of performance: establishing clear expectations, coaching/counseling/disciplining, performance appraisal, and motivation. Together, these basic leadership skills create a rigorous performance management system.

Establishing goals and objectives creates focus and drive for the entire organization. Properly done, everyone knows just how much and how well they must perform. Coaching, counseling and disciplining keep everyone on track; providing feedback on key performance parameters.

Performance appraisals bind the employee's efforts to the organization's goals; assessing past performance and preparing for future success.

Throughout this system, proper motivation creates zest and enthusiasm for continued success.

Delivering Performance

Teaches employees to embrace accountability in understanding and meeting objectives and to effectively approach peers and supervisors about sensitive issues. Focusing on the employee's role in performance appraisals, the program reinforces responsibility for self-motivation and for creating an environment that motivates others. The positive outcomes include peer and supervisory partnerships, ownership of work, improved morale and more.

Managing Change

In the best of times, it is carefully planned and eagerly anticipated. At its worst, it can be devastating and impossible to predict. In either case, change is as much a part of today's corporate reality as mindless adherence to rules and routines was a generation ago. And the rate of change is accelerating exponentially!

With current information technology becoming obsolete every nine months and with the need to compete successfully in a global economy that was nonexistent just a few years ago -- the ability to rethink, regroup and restructure with a minimum of disruption is critical. Unfortunately, within every organization there are those who will not see things that way.

For those who derive comfort from conformity and consistency, change is a source of anxiety and fear. These individuals may not express their feelings verbally. Instead, their stress manifests itself in negative attitudes and destructive behavior that may include anger, constant complaining, absenteeism, resistance, work slowdowns or even outright sabotage. The effects this can have on morale, productivity and customer satisfaction are obvious.

This program boasts an outstanding success rate in companies of all sizes throughout the U.S. that were faced with major changes, such as rapid growth or downsizing. In many of these cases, trainees were openly hostile before the onset of the program, only to return to their jobs positively energized and ready to face a brighter future. Participants learn to be positive and accept accountability for their behavior rather than feel like victims.

Managing Change utilizes a bi-modular approach to assure effectiveness at all levels of the organization. The first module gives participants -- management, exempt and non-exempt employees -- insights into their feelings, and leads them away from attitudes and behaviors that are negative to both themselves and the company as a whole. Then, after bringing them to accept change, the program builds their confidence in their own ability to make positive choices in how they respond.

The second module, geared specifically towards supervisors and leaders, concentrates on teaching them the most efficient and effective ways of implementing change with minimal loss of time and productivity. Just as important, these leaders are shown how and when to communicate changes to the right people at the best possible time. Even if the change is difficult or unpopular, leaders will come out of this session with the knowledge they need to manage the change in a positive manner, while promoting acceptance and commitment.

Advanced Interview Skills

Fact: a majority of people who find themselves terminated have acceptable levels of technical competency. They lose their positions because of an inability to fit within the organizations that hired them. Considering an organization's people represent its primary advantage over competitors, it is important to be certain who will best fit in with the company's goals before they are hired.

This program teaches what no other program does - the Organization Analysis Model. Through it, one determines the strengths and weaknesses of the people in a particular department, and then develops a hiring profile summary to ensure that the next hire adds strength - the cornerstone of organization development. Over time and a number of hires, using this model makes your business a winner over its competition.

Unfortunately, the process of hiring in most organizations is seriously flawed by a lack of knowledge of behavioral interview techniques - not to mention other commonly held misconceptions. One, for example, holds that hiring someone who ends up having to be fired is the worst possible mistake. Actually, hiring a marginal employee is far worse, because the company is saddled with that person's mediocrity for years to come.

In this program, participants learn to use behavioral techniques to evaluate candidates on their technical skills, work habits, and styles. They will learn to evaluate the qualities and characteristics that differentiate the average employee from the outstanding one, how they will need to be managed, and where they will fit into the organization three years from now. Once you accept that every new hire can strengthen a department, and that there are numerous hires throughout the entire company, the value of behavioral interviewing - using past behavior/performance to predict future behavior/performance - is obvious.

In addition, Advanced Interview Skills also teaches other valuable interview practices, including how to get the information you really want by constructing questions that do not telegraph answers, asking legal questions, controlling personal biases, developing rapport, confronting, controlling the interviews and more.

The difference this training program can make for your organization is both immediate and dramatic. Advanced Interview Skills begins with the premise that organizations must hire for tomorrow and not simply for today - a shortsightedness that leads to numerous problems.

Creating Successful Working Relationships

It is an inescapable fact that today's workforce is increasingly diverse. Employees will form working relationships with other individuals whose culture, values, needs and behavioral characteristics are often quite different from their own.

In addition, working productively with coworkers is always critical. Too many things get in the way of people interacting effectively: personal agendas, control issues, personal sensitivities and conflicting goals and priorities, etc.

How can we make sure working relationships are successful, productive ones in an increasingly diverse and stressful work environment?

Corporate Resource Group's Creating Successful Working Relationships program is designed to do just that. It focuses on what an individual can do to overcome the barriers to constructive interactions with others. It leads participants to take responsibility for creating constructive relationships and equips them with the skills and insights to make that happen.

Creating Successful Working Relationships overcomes the inherent failure of many diversity programs by treating individuals as individuals. It springs from the belief that you can't make an assumption about an individual based on the group norms or stereotypes with which he or she is associated. Rather, the program trains all participants to deal with the diversities in the workforce that we all bring to bear as individuals.

Creating Successful Working Relationships further distinguishes itself by examining the root causes of poor personal interaction, not simply their symptoms. Often what seems a personality clash is one person's failure to understand another.

How do you really know the nature of such a clash until you understand that other person's values, cultural shaping, style of communication, etc.? And knowing them, what can you do to adapt your behavior and thinking in order to work effectively with that person?

Through Creating Successful Working Relationships, participants learn to recognize and appreciate individual differences and understand how they impact their relationships; to maintain objectivity and control biases in working with others; and to interact with others in a highly productive manner. These skills and insights are then focused on creating detailed action plans for improving specific relationships at work which are their most important or most difficult challenges. In this way, participants can begin to make real changes in their behavior and attitudes resulting in increased positive interactions, reduced interpersonal conflict, and higher morale and productivity.

Individual Problem-Solving

Motivates employees to stop blaming others for their problems or waiting for someone else to resolve them. The program delivers the tools for building their approach, structure and plan for solving problems. Managers learn strategies for responding to others' ideas without inhibiting initiative and acting on problems outside their scope of responsibility.

Effective Team Membership Skills

While it is true that today's organizations need to become more accommodating of individual differences, it is equally true that individuals need to learn the very different skills necessary to function effectively as a member of a team. In a nation that was founded and still prides itself on the inalienable rights of the individual, learning the value of teamwork may be the more formidable task.

How many times have we been told, "If you want something done right, you have to do it yourself?" How many times has that attitude been reinforced by rewards for successful individual efforts, positive aggressiveness, and being a "self-starter?" Indeed, traditional values have stressed the development of each employee's analytical skills and measuring improvements in the quality and quantity of their work. This is an individual approach.

However, as more and more companies across America shift to a team-oriented culture for problem solving and other tasks, that kind of independence is becoming increasingly counter-productive. The qualities and characteristics that characterize a successful individual are often not the same as those that characterize a successful team. Where they were once rewarded, now such traits will no longer be condoned. To survive, employees will have to overcome a traditional American value, while helping to create a new one.

Make no mistake. This is not a one-day encounter session filled with warm, fuzzy feelings. Rather, Effective Team Membership Skills demonstrates that it takes more than just an attitude adjustment to effectively build a team. Participants learn how teams develop, and learn the ability to distinguish between positive and negative behaviors in a team-oriented workplace.

Participants also learn how to deal with problem team members by managing conflict and competition. On the positive side, each member learns how to communicate, listen, cooperate and collaborate. To best utilize others as resources, participants are also taught to give and receive positive feedback, while creating mutual respect and trust.

Whether organizations utilizing this program have been in transition or have had teams in place but not functioning well, results of this training have ranged from conflict reduction to enhanced problem solving and increased team effectiveness. Participants come away with a greater sense of job satisfaction, and a commitment to increased productivity. The organization, in turn, enjoys enhanced team performance with its resulting benefits, as well as a smoother, more efficient and less time-consuming transition to a team environment.

Additionally, the highly motivated, quality oriented teams that come out of Effective Team Membership Skills will be a source of pride and profit both to the organization and themselves, now and well into the future.

Developing Effective Consultative Skills

In today's organization, people need to work with others rather than have others work for them. Whether one is in information systems responding to a request for a new software application, in human resources answering a manager's request for help in dealing with an employee, or in finance advising a manager on their budget, people need to be consultants to their internal customers. In the past, people in various disciplines have been able to dictate to others what they must do. Many organizations have discovered this is counter productive, the tail wagging the dog, easiest for the person dictating the solution rather than effective and efficient for the customer, and leads to contention and confusion around roles and authority.

Developing Effective Consultative Skills will lead to greater collaboration, better solutions bought into by all, more effective implementation, more respect among peers, increased consistency of practices and policies throughout the organization balanced with individual customer needs, and decreased interpersonal and interdepartmental squabbles. The departments whose people perform in a skilled consultative manner will generate credibility, increase their perceived and actual value to the organization, and be sought out as valuable resources.

In this program, participants learn the subtle nuances of serving in a consulting role. They learn to identify the actual customer, all the stakeholders, and those who will be impacted by decisions. They learn all the reasons why someone may want their services, everywhere from expert advice to someone who will be visible in delivering bad news. They learn the various pitfalls in dealing with customers and how to strategically avoid being put into win/lose situations.

They learn how to market their services to internal customers, how to manage customer expectations, and how to manage the customer relationship to get desired results that will be effective for the customer and consistent with the broad organizational needs.

Participants will learn the six phase consulting model, and all the steps to be considered for effective leadership in a consulting role. It begins with initiation, then research and analysis, to providing solutions with options, to implementation, evaluation, and continuation of the customer relationship. Every step is explored in depth and comprehensively covers the technical skills, knowledge, interpersonal skills, and issues involved in successful completion of each step.

In the end, each participant will understand the role, responsibilities, and authority of an internal consulting relationship. They will be able to identify when they are and are not in a consulting relationship. They will have the knowledge, skills, and abilities to perform effectively in a consultative role.

Creating A Safe Work Environment

Perhaps it is the stress of coping with a society that seems to be evolving more rapidly than most people's ability to evolve with it. Perhaps it is the constant barrage of media information and imagery. What ever the cause, the effect is seen in sensational headlines and footage on the evening news: violence in the workplace is a fact of life in corporate America today.

What many organizations are not aware of is the fact that most violence is not dramatic enough to make the news. It is, however, still a problem to company morale, performance and productivity. Despite this, more than 80% of America's companies have yet to take any measures aimed at preventing violence - even though the process can be as simple as improving personal relations and learning to recognize behaviors that tend to precede violent incidents.

Created specifically in response to the alarming escalation of this problem, Creating a Safe Work Environment is geared primarily toward prevention. In situations where those measures ultimately prove inadequate, participants learn the most appropriate responses to crises they have become aware of. This program also points out that violence can manifest itself in any number of ways. For example, the estranged spouse waiting in the parking lot represents a situation every bit as potentially violent in its own way as the enraged ex-employee with a gun.

There are two modules in this program. The first, for employees and leaders alike, teaches quick recognition of the warning signals of potential violence. Participants learn how to deal with avoidable and unavoidable violence, as well as how to stay safe. Above all, they learn how to create a more positive work environment - one that inhibits the growth of those factors that can lead to violence in the first place.

The second module, for leaders, outlines the responsibilities of management in both reducing the potential for violence and responding to crises. Participants learn to understand the causes that lead to violence, effective mediation procedures, and how to deal with its aftereffects.

Companies can significantly reduce negligence liability by training employees in these areas and having policies, procedures, and crisis plans in place before these incidents occur. Creating a Safe Work Environment represents the most effective means available of accomplishing these goals for your organization.

Effective Facilitation Skills

Remember the excitement that attended the introduction of the High Performing Team concept to American businesses? At last, here were the analytical tools that would enable people to accurately define problems, recognize opportunities, assess progress and encourage improvement. In the euphoria, however, a necessity was overlooked: teaching people to facilitate the group process, which is integral to high-performing teams.

Until recently, traditional corporate leadership has been directive and authoritative, making most of the decisions and telling others what to do and how to do it. Today, as more and more companies turn to a team-based orientation, leaders are learning to empower others, giving them more control over assigned tasks and, ultimately, productivity.

Unfortunately, most team training programs have failed to teach team leaders, facilitators and managers the nuances of team dynamics and behaviors. Without being cognizant of the distinction between directing an individual and facilitating a group, leaders are hard-pressed to meet organizational expectations of the group's performance.

To operate effectively, teams need a delicate balance of structure and process, guidance and independence. Effective Facilitation Skills teaches leaders to understand both team dynamics and the stages of a team's development. By knowing when and how to intervene, a leader can be the key to optimizing a team's productivity.

At the heart of this program is the concept of teaching participants to be process - rather than task - oriented; to be guides, rather than directors. Once they have learned to listen effectively, maintain objectivity, and handle difficult situations and people through timely intervention, team performance cannot help but improve.

Effective Facilitation Skills has been responsible for creating cohesive teams even in highly negative environments. By diagnosing team problems early, leaders can use strategic interventions to minimize conflict and its attendant negative impact on productivity. Once trained, leaders begin to use these skills to bring out the best in every member. Team functioning then occurs smoothly and rapidly, allowing the organization to experience continued growth - to the benefit of all.

Managing Patient Relationships

Today's market is highly competitive. Patients have choices about where they will receive their care. A hospital's reputation for the quality of care given and how patients are treated weigh heavily in one's choosing a hospital. It is critical for the hospital to have a reputation for delivering not only competent clinical care, but also quality personal care.

Patients have a right to be treated with dignity, compassion, warmth, and responsiveness. We know his/her outlook and attitude enhance a patient's recovery. We also know that this is greatly influenced by those who interact with them in delivering services. It is paramount for all staff (nurses, aides, technicians, housekeepers, therapists, food service workers, clerks, volunteers, etc.) to treat patients in a consistent manner at a high level of quality with good interpersonal skills. We also know this does not happen without a deliberate concerted effort by the senior leadership on down throughout the organization. Managing Patient Relationships is a program designed to help management communicate the importance of customer relations to all hospital staff.

Managing Patient Relationships teaches the knowledge, skills, attitudes, and behaviors that are necessary for outstanding personal care. It reinforces the mission and values of your organization. It ensures a consistent message of your expectations for patient interaction, and service.

Managing Patient Relationships will result in having all your staff:

- Exemplify the attitudes and behaviors consistent with your vision and values
- Demonstrate effective patient relationships
- Able to deal with difficult patients and/or family members
- Respond appropriately to problems or concerns
- Ensure the right people are made aware of issues in a timely manner
- Able to see your organization through the eyes of the patient and family
- Deliver the kind of care in the kind of way you would want for you yourself or your family

SIN 27- 500 Course Development

Corporate Resource Group is able to provide professional services to a government agency in support of planning and creation of customized courses and/or workshops and the training materials that may be needed for courses and/or workshops to meet the agencies needs.

Dr. Darwin Eads is the Chief Executive Officer of Corporate Resource Group, Inc. He is an expert in adjusting top level leadership practices for competitive advantage. His expertise includes evaluating executive candidates for compatibility and fit, coaching and counseling executives for professional development, and conducting management and employee development workshops. His work with executives creates lasting, positive change for the individual, the executive team, and the organization. He has extensive consulting experience in managing change, working closely with senior executives to manage the complex interpersonal dynamics and morale impact of strategic change. With his support, organizations are able to create profound change with minimal disruption to their people. Dr. Eads consistently applies a disciplined approach to changing an organization's performance, structure, culture, and human resource systems.

Labor Categories

Executive Consultant

Minimum/General Experience: 18 years of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participant feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. Eighteen years of experience in one or more of the following training subject areas: *Succession Planning* - Determine the competencies and key success factors for your leadership. Develop a succession planning process. Identify those whose job may have outgrown them, those who may have reached their capacity, and those who are capable of additional responsibilities. Identify developmental needs of and plans for your leaders. *Organizational Analysis* - Identify issues, determine root causes, and develop implementation strategies for resolving issues. *Team Building* - Identify issues preventing the team from performing in an optimal manner and facilitate the team working more productively together. *Restructuring* - Analyze, create, and implement a new effective organizational structure designed to be efficient with clear lines of authority and responsibilities. *Merger/Acquisition* - Evaluate merger partners or acquisition candidates to optimize the new organizational structure. Evaluate and identify leaders for key positions. Develop strategies for integrating the cultures and orienting the people to minimize disruptions. *Career Development* - Provide evaluations for those seeking career direction. Provide Interviewee Skills to prepare

people for interviewing. Provide the Job Search Handbook for self-exploration. *Strategic Planning* - Facilitate strategic planning sessions to create or review company mission and goals. - *Conflict Resolution* - Assist leaders in resolving interpersonal issues between two parties. - *New Employee Orientation* - Design customized new employee orientation programs to ensure people get up to speed quickly, and adapt successfully to your organization's culture and practices. *Outplacement* - Prepare displaced people for coping with their loss and provide them with skills and tools for obtaining a new satisfying position. Work with those who remain in the organization to continue to be productive and supportive.

Minimum Education: Ph.D. in the behavioral sciences.

2008 Government Price List

SIN 27- 500 Course Development

Labor Category	Government	
	Off-Site	On-Site
Executive Consultant	\$377.81 per hour	\$377.81 per hour

SIN 27- 400 Instructor Led Training

	Government	
	Off-Site Rate (1 to 1000 students)	On-Site Rate (1 to 1000 students)
Full Day of Training Facilitation	\$2518.75 per day	\$2518.75 per day
½ Day of Training Facilitation	\$1511.25 per ½ day	\$1511.25 per ½ day
Licensing Training Program (includes 2 days to train the trainer, two sets of leaders materials – scripted leaders guide and power point slides)	\$15,000.00 per program per agency	\$15,000.00 per program per agency
Additional day of training	\$2518.75 per day	\$2518.75 per day
Additional Leaders Materials	\$750.00 per set	\$750.00 per set

Training programs range from ½ day to 2 ½ days depending on which training program is selected and which modules are selected in some of the training programs. Minimum Students: 1 Maximum Students: 1000.

*All prices include the IFF fee

Participant Manuals for the Training Programs

Course Title	Course Length	Breakdown of # of Participants for Manual Prices	PRICE OFFERED TO GSA (including IFF)
<i>Emotional Intelligence (EI)</i> <i>Participant Manuals</i>	<i>1/2 day to 2 1/2 days</i>		
1 Module	<i>1/2 day</i>	1 – 999 participants 1,000-4,999 participants 5,000-9,999 participants 10,000 + participants	\$90.93 \$86.14 \$81.36 \$71.78
2 Modules	<i>1 day</i>	1 – 999 participants 1,000-4,999 participants 5,000-9,999 participants 10,000 + participants	\$181.85 \$167.50 \$153.14 \$138.78
3 Modules	<i>1 1/2 days</i>	1 – 999 participants 1,000-4,999 participants 5,000-9,999 participants 10,000 + participants s	\$272.78 \$239.28 \$215.35 \$181.85
4 Modules	<i>2 days</i>	1 – 999 participants 1,000-4,999 participants 5,000-9,999 participants 10,000 + participants	\$363.71 \$330.21 \$287.14 \$239.28
5 Modules	<i>2 1/2 days</i>	1 – 999 participants 1,000-4,999 participants 5,000-9,999 participants 10,000 + participants	\$454.63 \$401.99 \$344.57 \$287.14
<i>Leading Performance (LP)</i> <i>Participant Manuals</i>	<i>1/2 day to 2 days</i>		
	<i>2 days (all four Modules)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$214.50 \$205.78 \$196.21 \$186.64
	<i>1 1/2 day (three modules)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$167.50 \$157.93 \$148.35 \$138.78
	<i>Full day (two modules)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93
	<i>1/2 day (one module)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$90..93 \$81.36 \$71.79 \$62.21

<i>Delivering Performance (DP) Participant Manuals</i>	<i>1/2 day (employee)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$90..93 \$81.36 \$71.79 \$62.21
<i>Managing Change (MC) Participant Manuals</i>	<i>1/2 day to full day</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	
	<i>Full day (manager)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93
	<i>1/2 day (employee)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$90..93 \$81.36 \$71.79 \$62.21
<i>Advanced Interview Skills (AIS) Participant Manuals</i>	<i>Full day</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93
<i>Creating Successful Working Relationships Participant Manuals</i>	<i>1/2 day to full day</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	
	<i>Full day (manager)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93
	<i>1/2 day (employee)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$90..93 \$81.36 \$71.79 \$62.21
<i>Individual Problem-Solving (IPS) Participant Manuals</i>	<i>1/2 day to full day</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	
	<i>Full day (manager)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93
	<i>1/2 day (employee)</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$90..93 \$81.36 \$71.79 \$62.21
<i>Effective Team Membership Skills Participant Manuals</i>	<i>Full day</i>	1 – 99 participants 100-499 participants 500-999 participants 1000 + participants	\$119.64 \$110.07 \$100.5 \$90..93

<i>Developing Effective Consultative Skills (DECS) Participant Manuals</i>	<i>2 Day</i>	1 – 99 participants	\$214.50
		100-499 participants	\$205.78
		500-999 participants	\$196.21
		1000 + participants	\$186.64
<i>Creating A Safe Work Environment (CSWE) Participant Manuals</i>	<i>1/2 day to full day</i>	1 – 99 participants	
		100-499 participants	
		500-999 participants	
		1000 + participants	
	<i>Full day (manager)</i>	1 – 99 participants	\$119.64
		100-499 participants	\$110.07
<i>1/2 day (employee)</i>	500-999 participants	\$100.5	
	1000 + participants	\$90..93	
	1 – 99 participants	\$90..93	
	100-499 participants	\$81.36	
<i>Effective Facilitation Skills (EFS) Participant Manuals</i>	<i>Full day (manager)</i>	500-999 participants	\$71.79
		1000 + participants	\$62.21
		1 – 99 participants	\$119.64
		100-499 participants	\$110.07
	<i>1/2 day (employee)</i>	500-999 participants	\$100.5
		1000 + participants	\$90..93
<i>Managing Patient Relationships (MPR) Participant Manuals</i>	<i>1/2 day to full day</i>	1 – 99 participants	
		100-499 participants	
		500-999 participants	
		1000 + participants	
	<i>Full day (manager)</i>	1 – 99 participants	\$119.64
		100-499 participants	\$110.07
<i>1/2 day (employee)</i>	500-999 participants	\$100.5	
	1000 + participants	\$90..93	
	1 – 99 participants	\$90..93	
	100-499 participants	\$81.36	
<i>Managing Patient Relationships (MPR) Participant Manuals</i>	<i>1/2 day to full day</i>	500-999 participants	\$71.79
		1000 + participants	\$62.21
		1 – 99 participants	\$119.64
		100-499 participants	\$110.07
	<i>Full day (manager)</i>	500-999 participants	\$100.5
		1000 + participants	\$90..93
<i>1/2 day (employee)</i>	1 – 99 participants	\$90..93	
	100-499 participants	\$81.36	
	500-999 participants	\$71.79	
	1000 + participants	\$62.21	

*All prices include the IFF fee.