



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.

Industrial Group 874, Class 8742
Consulting, Survey, Training Services,
Support Products and Off-the-Shelf Training Devices

Mission Oriented Business Integrated Services (MOBIS)

Consulting Services 874-1, Survey Services 874-3, Training Services 874-4, Support Services 874-5, Off-the-Shelf and Customizable Print, Audio, and Visual Instructional Training Devices 874-9

Contract # **GS-02F-0095T**

For more information on ordering from Federal Supply Schedules,
Click on the FSS Schedules button at fss.gsa.gov.
Contract period is from May 1, 2007 through April 30, 2017

FranklinCovey is a Large Business.

June 2015 Revision

Ordering Contact:
Federal Programs
FranklinCovey
2200 W. Parkway Blvd.
Salt Lake City, UT 84119
888-702-1776

Administrative Contact:
Constance (Coni) Roller
FranklinCovey
2200 W. Parkway Blvd.
Salt Lake City, UT 84119
801-817-7101

Leadership

Execution

Productivity

Trust

Customer
Loyalty

Sales
Performance

Education

CUSTOMER INFORMATION

Contract No.: GS-02F-0095T
 Taxpayer Identification No.: 87-0561601
 DUNS: 012290503
 CAGE Code: 1PJX8

1a. Special Item Numbers (SIN) awarded:

SIN 874-1	Consulting Services.....	Page 5
SIN 874-4	Training Services	Pages 6 - 12
SIN 874-5	Support Products	Pages 13 - 15
SIN 874-9	Off-the-Shelf and Customizable Print, Audio, and Visual Instructional Training Devices	Page 16

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

SIN 874-1	Production Consultant	\$685.10
SIN 874-4	7 Habits of Highly Effective Teens	\$4,022.37
SIN 874-5	24054 Sample Planner	\$3.17
SIN 874-9	75648 7 Habits Teens CD Set	\$14.89

1c. Hourly rates, description of all corresponding commercial job titles, experience, functional responsibility and education for types of employees or subcontractors who will perform. N/A:

2. Maximum order: \$1,000,000
3. Minimum order: \$100
4. Geographic coverage: Domestic
5. Point of production: FranklinCovey, Salt Lake City, Utah
6. Discount from list prices or statement of net price: Prices shown herein are net (discount deducted).
7. Quantity discounts: As stated for each special item number.
8. Prompt payment terms: No additional discounts for prompt payment (Net 30 days)
- 9a. Government commercial credit cards are accepted at or below the micro-purchase threshold. No discount is offered for payment by Government credit card.
- 9b. Government commercial credit cards are accepted above the micro-purchase threshold. No discount is offered for payment by Government credit card.
10. Foreign items (list items by country of origin): None
- 11a. Time of delivery: Standard orders are shipped by ground delivery within 48 hours of order receipt. Please allow 10 to 12 working days for CONUS deliveries unless otherwise noted.
- 11b. Expedited delivery: Items available for expedited delivery are noted in this price list. All items offered by FranklinCovey are offered for expedited delivery at the agency's expense.
- 11c. Overnight and 2-day delivery are available at additional expense. Contact your FranklinCovey Client Partner for rates.
- 11d. Urgent Requirements: Contact your FranklinCovey Client Partner to affect the fastest delivery possible.
12. F.O.B. point: Destination. Products ship from FranklinCovey, 3600 Army Post Road, Des Moines, IA 50321
- 13a. Ordering address: FranklinCovey, 2200 West Parkway Blvd., Salt Lake City, UT 84119
- 13b. Ordering procedures:

Standard course scheduling: Please schedule courses or consulting activities at least eight weeks prior to the desired delivery date in order to ensure scheduling flexibility and sufficient logistical and participant preparation time.

Travel costs and expenses: Prices listed do not include travel costs and expenses for presenters and consultants.
14. Payment address: FranklinCovey, PO Box 25127, Salt Lake City, UT 84125-0127
15. Warranty provision: All products carry an unconditional guarantee against any defect in craftsmanship for one full year.
16. Export packing charges: N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): In accordance with government commercial credit card program guidelines.
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
- 20a. Terms and conditions of any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
- 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: 012290503
26. Notification regarding registration in Central Contractor Registration (CCR) database: Contractor is registered in the Central Contractor Registration (CCR) database.

INTRODUCTION TO FRANKLINCOVEY

Franklin Covey helps organizations succeed by unleashing the power of their workforce to focus and execute on their top organizational priorities.

How many of your employees are focused, energetically engaged, and delivering results every day? Can everyone—from the cabinet to the frontline—identify your agency's highest priorities? Do they pull together effectively to maximize those results?

As a leader within your organization, you know how difficult it is to cascade the agency's vision at 30,000 feet into actionable behaviors among frontline workers to achieve critical objectives. Getting people to work on the right things at the right time—the wildly important projects, tasks, and initiatives that ultimately matter most—remains a huge challenge for agencies today.

Our solutions will help your employees become committed to action and deliver consistently as individuals and as highly effective teams, and to focus and execute on top organizational priorities at the highest levels of effectiveness and teamwork.

Our content is designed and proven to establish new mindsets, build new skillsets, and utilize the most effective toolsets necessary to achieve sustained superior results. Anchored in timeless principles, natural laws of human and organizational effectiveness, and proven applications, our content is extremely engaging for participants—essential to creating lasting change.

Perhaps our most important differentiator, however, is that we hold ourselves responsible for and measure ourselves by our clients' achievement of transformational results. Our commitment to achieving lasting impact extends to all our clients—from CEOs to elementary school students, from senior management to frontline workers, and from corporations to governmental agencies and educational institutions.

Training Services (SIN 874-4)

A fundamental aspect of organizational change and improvement is training and education. Our training curriculum and delivery create an environment that encourages change and provide processes that promote organizational effectiveness. Our consultants work with your organization in a strategic win-win partnership to ensure that you can identify and address the issues that affect organizational performance. We offer a wide range of training and consulting services to help you assess needs, design and implement solutions, and measure results.

Through FranklinCovey's Facilitator License Agreement, facilitators within your organization can become certified to teach most of our courses.

Support Products (SIN 874-5)

Off-the-Shelf and Customizable Print, Audio, and Visual Instructional Training Devices (SIN 874-9)

Our training materials, participant guidebooks, planner products, measurement and assessment tools, leadership learning systems and other products are designed to help individuals and organizations become more effective.

In the 1998 National Defense Authorization Act, Congress encouraged the organizations in the Department of Defense to use "innovative, challenging leader development programs that are tailored to the specific needs of each individual service and service culture and that will help military and civilian leaders and managers to develop and practice the most effective leadership skills possible."

"The government of the United States of America was founded on principles...principles that we hold inviolate as a people. It is not surprising, then, that FranklinCovey's principle-based training programs and productivity tools have found such a welcome home in so many government agencies."

--National Defense Authorization Act for Fiscal Year 1998 Report

Franklin Covey's integrated services and products approach can help your organization develop the strategies and tools it needs to succeed as it faces the challenge issued by Congress.

CONSULTING SERVICES, 874-1

FranklinCovey's Consulting Services can help your organization make positive changes through needs assessment and innovative solution design and implementation. Our consultants work with your organization in a strategic win-win partnership to ensure that you can identify and address the issues that affect organizational performance. We offer a wide range of consulting services to help you assess needs, design and implement solutions, and measure results as organized in the following areas:

SIN 874-1 Custom-Designed FranklinCovey Delivered Courses

Daily Rate

Due to the variable nature of custom-designed courses, the costs for Design cost is determined by the customized solutions consulting rate (listed in SIN 874-1) multiplied by the number of design days required for course development. (Consulting rate) x (Number of days) = (Design Cost).

Delivery cost is determined by the daily presenting rates (listed in the table to the right) multiplied by the number of days required for delivery. Also included in the calculation are the costs of training materials listed in SIN 874-5. (Presenting rate) x (Number of days) + (Materials x Number of Participants) = (Delivery cost)

FranklinCovey's three engagement levels allow us to respond to the differing needs of organizations and provide flexibility.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75

SIN 874-1 Customized Solutions Consulting

Daily Rate

The Customized Solutions Group helps customers develop unique solutions that meet their specific needs by drawing on the robust set of FranklinCovey content and tools to develop and design training and organizational improvement solutions that respond directly to customer requirements. This resource can also tailor and integrate FranklinCovey solutions with original, internally developed customer materials.

Production Consultant	\$685.10
Proofreader	\$906.75
Instructional Designer	\$1,007.50
Project Leader	\$1,046.79
Print Advisor	\$1,046.79
Visual/Multimedia Designer	\$1,192.88
Diagnostic Consultant I	\$1,304.71
Diagnostic Consultant II	\$1,813.50

SIN 874-1 xQ Questionnaire, Pre-Consult Interview and Leadership Debrief

The xQ Questionnaire set-up fee is mandatory and does not include an xQ debrief. Medium and Large set-up fee includes 25 bound full color printed reports. Additional copies of the xQ Debrief Report are \$20/report.

xQ Set Up		
Set-Up Fee—100 or less		\$604.50
Set-Up Fee—101-499		\$3,022.50
Set-Up Fee—500+		\$7,556.25

xQ Questionnaire

Up to 249	Per Respondent	\$18.14
250 - 499	Per Respondent	\$17.13
500 - 749	Per Respondent	\$16.12
750 - 999	Per Respondent	\$15.11
1,000 - 2,499	Per Respondent	\$12.09
2,500 - 4,999	Per Respondent	\$11.08
5,000 - 9,999	Per Respondent	\$10.08
10,000 - 14,999	Per Respondent	\$9.07
15,000+	Per Respondent	\$7.05

xQ Pre-Consult Interview

Level 1 Engagement	Per Day	\$3,253.22
Level 2 Engagement	Per Day	\$4,407.81

xQ Leadership Debrief

Level 1 Engagement	Per Day	\$3,253.22
Level 2 Engagement	Per Day	\$4,407.81

TRAINING SERVICES, SIN 874-4

FranklinCovey's training courses are highly interactive work sessions that use multimedia, integrated application exercises, case studies, group discussions, and instructor presentations. Note that the cost of each course varies according to the engagement level, that the cost listed for most programs is for the minimum number of participants, and includes all materials. FranklinCovey's three engagement levels allow us to respond to the differing needs of organizations and provide flexibility.

Minimum Education and Experience Requirements for consultants include:

1. Bachelor's degree in Education, Communication, Organizational Development or related field.
2. Five years corporate business experience.
3. Demonstrated track record in training, consultative selling, presentation, coaching, and business development skills.
4. Previous experience with Franklin Covey material and processes strongly preferred.

LEADERSHIP SOLUTIONS: FranklinCovey's Leadership Practice develops leaders at three levels: personal ("lead myself"), team ("lead my team"), and organization-wide ("leader of leaders"). At each of these levels, we focus both on character—helping leaders to model personal effectiveness, build trust with all stakeholders, and expand their Circle of Influence—and on competence—the ability to engage others to execute with excellence and delivery sustained superior results.

SIN 874-4 Leadership: Great Leaders, Great Teams, Great Results for the Public Sector 3-day Course

More than just a training event, *Leadership: Great Leaders, Great Teams, Great Results™* for the Public Sector helps your leaders discover how to inspire trust and build credibility with their people, define a clear and compelling purpose, create and align systems of success, and unleash the talents and energy of a winning team. Leaders spend their efforts creating a place where people want to stay and contribute their best effort, time and time again, helping your organization achieve its most critical priorities. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$16,457.51
Level 2 Engagement	\$18,271.01
Level 3 Engagement	\$22,804.76
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$278.83

SIN 874-4 Leadership Foundations: A Workshop for Emerging Leaders 1-day Course

FranklinCovey's *Leadership Foundations* work session prepares emerging leaders to take on significant roles and responsibilities in the future. Participants gain skills to improve trust and influence with peers and superiors, link their work to a clear and compelling team purpose, implement a system for executing on critical priorities, and leverage the talents of peers and co-workers to achieve unprecedented results. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$6,480.24
Level 2 Engagement	\$7,084.74
Level 3 Engagement	\$8,595.99
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$142.66

SIN 874-4 The Leadership Modular Series 3-4 hrs/Module

The impact of two or three days of FranklinCovey training on individual effectiveness is profound. But for leaders who can barely make time for lunch—let alone multiple days of training—the Leadership Modular Series lets them focus on one specific leadership competency, a half day at a time. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$5,245.85
Level 2 Engagement	\$5,850.35
Level 3 Engagement	\$7,361.60
Minimum/maximum participants: 20/50	
Price per each additional participant over 20	\$80.94

SIN 874-4 The 7 Habits of Highly Effective People Signature Program 4.0 3-day Course

Based on the proven principles found in Dr. Stephen R. Covey's best-selling business book, *The 7 Habits of Highly Effective People Signature Program 4.0* is training that helps your organization achieve sustained superior results by focusing on making individuals and leaders more effective. Participants gain hands-on experience, applying timeless principles that yield greater productivity, improved communication, strengthened relationships, increased influence, and laser-like focus on critical priorities. The course includes more than 30 award-winning videos. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$10,881.00
Level 2 Engagement	\$12,694.50
Level 3 Engagement	\$17,228.25
Price per participant	\$194.05

SIN 874-4 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams 2.0 2-day Course

The 7 Habits for Managers: Essential Skills and Tools for Leading Teams is a foundational leadership development solution for leaders and managers of teams. It provides the essential skills and tools to help leaders and managers effectively manage themselves, lead others, and then unleash their talent around shared expectations. This newly refreshed version of *The 7 Habits for Managers* contains essential mindsets, skillsets and toolsets that will help them move from being an effective individual contributor to a successful team leader. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$7,254.00
Level 2 Engagement	\$8,463.00
Level 3 Engagement	\$11,485.50
Price per participant	\$163.45

SIN 874-4 The 7 Habits for Managers 2-day Course

This work session is an intensive application-oriented learning experience that focuses on the fundamentals of great leadership. The workshop gives new and experienced managers a set of tools that will help them meet all of today's management challenges, including, but not limited to: conflict resolution, prioritization, performance management, execution and team and employee development. Price includes presenter fees and the minimum number of participant materials. Note: Bundled pricing does not include the Benchmark.

Level 1 Engagement	\$8,694.04
Level 2 Engagement	\$9,903.04
Level 3 Engagement	\$12,925.54
Price per participant	\$120.00

SIN 874-4 The 7 Habits of Highly Effective People: Foundations 1.0 1-day Course

The 7 Habits of Highly Effective People: Foundations is a one-day introduction to *The 7 Habits of Highly Effective People Signature Edition 4.0* content. The work session introduces foundational principles, paradigms and practices of the 7 Habits, and is particularly suitable for frontline associates. Participants learn the timeless principles of human effectiveness that propel them toward greater maturity and performance, by first building a foundation of character through focusing on leading and managing themselves (achieving the Private Victory), and then learning how to work effectively with others to have lasting influence and impact (the Public Victory). Then, they learn to renew and invest in themselves. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$130.75

SIN 874-4 7 Habits Leadership Implementation: Coaching Your Team to Higher Performance 1.0 1-day Course

7 Habits Leader Implementation is designed solely to help leaders create a high-performance team by implementing *The 7 Habits of Highly Effective People Signature Program*. The course uses a three-step implementation process and a set of practical tools, including a series of videos and study guides, to help team leaders coach their team to effectiveness and reinforce learning. Participant materials are in addition to the Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$130.75

SIN 874-4 The Change Element 1.0 1-day Course

Change. Learn how to see it coming and what it could mean. Evaluate your own change readiness. Break the barriers that could prevent you from benefitting from the change. Adjust. Prioritize the change in your workload. Imagine it. Plan it. Do it. Learn how to use the Change Model and then apply your skills to contribute in your role in life and at work to become more valuable to your organization. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$58.11

SIN 874-4 Leaders @ Change 1.0**1-day Course**

Organizations don't change; people do. This work session is designed to help leaders understand and avoid the common reasons change initiatives fail. You will learn to use the Change Model and the 5 Elements (Vision, Communication, Alignment, Engagement, and Accountability) as you identify the needs of your team, create key objectives for your team, and finally create a plan of action to effect change. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$155.66

SIN 874-4 Managing Millennials 1.0**1-day Course**

In *Managing Millennials*, leaders and managers will learn what defines a Millennial and why they are important in the workforce. The work session will focus on building a professional and authentic relationship with Millennials, and learning how to harness their considerable imagination and keep them engaged. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$70.57

SIN 874-4 Millennials @ Work 1.0**1-day Course**

Millennials @ Work helps Millennials develop seven critical skills necessary to handle challenging situations in the workplace. Participants will learn to (1) build better working relationships with their managers; (2) ask for the details on work responsibilities; (3) see the big picture; (4) know when to focus; (5) get feedback to improve performance; (6) be accountable and take ownership of the results; and (7) recognize personal value. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$77.83

PRODUCTIVITY SOLUTIONS: FranklinCovey's Productivity Practice equips individuals, teams, and organizations to consistently make intentional high-value decisions and execute on high-impact goals and projects with excellence in the midst of unlimited choices, demands, and distractions. Participants in our various productivity work sessions establish new mindsets about where to spend their time—driven by their most important priorities, as well as skillsets and toolsets that enable them to filter out distractions, achieve their highest priorities with excellence, and feel successful about what they have accomplished.

SIN 874-4 The 5 Choices to Extraordinary Productivity Essentials**1-day Course**

The 5 Choices to Extraordinary Productivity process will move your team "beyond effectiveness" and help them learn how to survive, thrive, and excel at making intentional and consistent high value decisions that lead to more and higher quality accomplishments. Participant materials for this one-day course are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$155.66

SIN 874-4 The 5 Choices to Extraordinary Productivity 2-day Work Session**2-day Course**

In the two-day work session, participants will experience a more in-depth focus on *The 5 Choices*. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$7,254.00
Level 2 Engagement	\$8,463.00
Level 3 Engagement	\$11,485.50
Price per participant	\$155.66

SIN 874-4 Project Management Essentials for the *Unofficial* Project Manager 1-day Course

Project Management Essentials for the "Unofficial" Project Manager will help participants consistently complete projects successfully by teaching them to implement a disciplined process to execute projects and to master informal authority. As a result of this work session, participants will be able to identify a project's stakeholders; establish clear and measurable project outcomes; create a well-defined project scope statement; identify, assess and manage project risks; create a realistic and well-defined project schedule; hold team members accountable to project plans, conduct consistent team accountability sessions; create a clear communication plan; and formally close a project. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75

Price per participant	\$155.66
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SIN 874-4 Project Management Essentials for the *Unofficial* Project Manager 2-day Course

In the two-day *Project Management Essentials for the "Unofficial" Project Manager*, participants work on either their own individual projects or a team project. As a result of the training, class members will be able to identify a project's stakeholders; establish clear and measurable project outcomes; create a well-defined project scope statement; identify, assess and manage project risks; create a realistic and well-defined project schedule; hold team members accountable to project plans, conduct consistent team accountability sessions; create a clear communication plan; and formally close a project. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$7,254.00
Level 2 Engagement	\$8,463.00
Level 3 Engagement	\$11,485.50

Price per participant	\$155.66
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SIN 874-4 Writing Advantage 1-day Course

This course teaches you how to make your written communication more clear and memorable. The skills-based course will help you set writing standards that will have a lasting impact on business results. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$5,070.55
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$122.35

2-day Course

Level 1 Engagement	\$7,694.08
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$122.35

SIN 874-4 Presentation Advantage v.2 1-day Course

Unproductive meetings and lost opportunities occur due to poor presentations. The lack of powerful methods to inform and persuade is one of the greatest hidden and pervasive costs of the 21st-century workplace. This one- or two-day work session will help participants consistently deliver highly successful presentations. They will learn the mindsets, skillsets, and toolsets combined with the latest neuroscience to better inform, influence, and persuade others in today's knowledge-based world. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75

Price per participant	\$149.43
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2-day Course

Level 1 Engagement	\$7,254.00
Level 2 Engagement	\$8,463.00
Level 3 Engagement	\$11,485.50

Price per participant	\$149.43
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SIN 874-4 Presentation Advantage

1-day Course

This is a dynamic, fast-paced work session that helps you learn how to turn presentation anxiety into confidence. Our ability to harness the right combination of communication tools will help you improve the quality, impact, and results of virtually any presentation. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$5,070.55
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$122.35

2-day Course

Level 1 Engagement	
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	

Level 1 Engagement	\$7,694.08
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$122.35

TRUST SOLUTIONS: No leadership competency can compensate for a low-credibility, low-trust leader. As a result, organizations around the world are adding “trust” to their competency models because it impacts strategy, innovation, collaboration, performance, execution, talent retention, and employee loyalty. Low-trust organizations pay heavy “Trust Taxes” in the form of diminished results, cumbersome bureaucracy, demoralized employees, and ever-increasing costs—while the work itself slows to a crawl. Trust is more than a soft, social virtue—it’s a measurable, strategic advantage driven by specific, learnable behaviors. FranklinCovey’s Speed of Trust Practice has developed powerful processes to increase trust on the personal, team, relationship, and organizational levels, leading to lowered costs and faster results.

SIN 874-4 Leading at the Speed of Trust 3.0

2-day Course

Leaders who attend the highly interactive *Leading at the Speed of Trust 3.0* work session will increase their personal credibility and practice specific behaviors that increase trust. As a result, they will be able to better manage change and lead high-performing teams that are agile, collaborative, innovative, and engaged. Leaders will receive powerful tools and processes to sustain learning for 52 weeks following the work session, helping leaders engage their teams in a completely different way to be more committed and accountable to results. Participant Materials are in addition to Engagement Level fee.

Level 1 Engagement	\$7,254.00
Level 2 Engagement	\$8,463.00
Level 3 Engagement	\$11,485.50
Price per participant	\$262.63

SIN 874-4 Speed of Trust Foundations 3.0

1-day Course

In the *Speed of Trust Foundations 3.0* work session, individuals identify and address “trust gaps” in their personal credibility and relationships at work. Using “real work” situations in the work session, participants practice the 13 Behaviors of High Trust to develop, restore, and extend trust; create a Trust Action Plan to increase personal credibility and influence; practice communicating transparently, respectfully, and directly; identify how to extend appropriate levels of trust with co-workers; and improve their track record of keeping commitments through a Peer Accountability Process. Participant materials are in addition to Engagement Level fee.

Level 1 Engagement	\$3,627.00
Level 2 Engagement	\$4,231.50
Level 3 Engagement	\$5,742.75
Price per participant	\$127.13

SIN 874-4 Leading at the Speed of Trust

2-day Course

Leading at the Speed of Trust is a highly interactive work session that engages leaders at all levels in the real work of identifying and closing the trust gaps that exist in your organization. Instead of paying outrageous “Trust Taxes,” your organization can begin to realize “Trust Dividends.” Doing business at the “speed of trust” dramatically lowers costs, speeds up results, and increases profits and influence. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$12,506.50
Level 2 Engagement	\$13,715.50
Level 3 Engagement	\$16,738.00
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$262.63

SIN 874-4 Working at the Speed of Trust **1-day Course**

The *Working at the Speed of Trust* team building program helps individual contributors identify and address “trust gaps” in their own personal credibility and in their relationships at work. Using examples based on their current work and focusing on real-world issues, participants discover how to communicate transparently with peers and managers, improve their track record of keeping commitments, focus on improving internal “customer service” with others who depend on their work, build team trust and much more. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$5,918.26
Level 2 Engagement	\$6,522.76
Level 3 Engagement	\$8,034.01
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$114.56

OTHER FRANKLIN COVEY COURSES:

SIN 874-4 Introduction to 7 Habits for Healthcare **1-day Course**

Now, a program that takes *The 7 Habits of Highly Effective People*® and applies it directly to the lives of modern healthcare workers. Created in collaboration with numerous healthcare organizations across the U.S., this powerful seminar teaches universal, life-changing principles and applies them to the healthcare setting. The end result is a 1-day training that enables healthcare workers to create balance, find fulfillment, and achieve higher levels of productivity, performance, and job satisfaction. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$5,304.69
Minimum/maximum participants: 20/50	
Price per each additional participant over 20	\$83.88

SIN 874-4 The 7 Habits of Successful Families **1-day Course**

This 1-day course offers the tools and skills needed for family members to gain confidence in their knowledge and ability to strengthen their families and to communicate challenges and overcome them successfully together. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$4,249.64
Level 2 Engagement	\$4,854.14
Level 3 Engagement	\$6,365.39
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

SIN 874-4 The 7 Habits of Highly Effective Army Families **1-day Course**

The 7 Habits of Highly Effective Army Families work session provides a much needed framework for applying universal, self-evident principles that enable family members to communicate more effectively about their problems and resolve them successfully. Participants learn how to: 1) deal with relocation or Permanent Change of Station (PCS); 2) anticipate all phases of deployment; 3) apply an “Inside-Out Approach” to problem solving and goal creation; 4) resolve differences in marriage and family relationships by cooperating together creatively; 5) leverage family services both on and off the post; 6) abandon unhealthy behaviors; and 7) build family traditions, unity, and a “nurturing family culture.” Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$4,249.64
Level 2 Engagement	\$4,854.14
Level 3 Engagement	\$6,365.39
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

2-day Course

Level 1 Engagement	\$7,876.64
Level 2 Engagement	\$9,085.64
Level 3 Engagement	\$12,108.14
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

SIN 874-4 The 7 Habits of Highly Effective Military Families **1-day Course**

The 7 Habits of Highly Effective Military Families work session provides a much needed framework for applying universal, self-evident principles that enable family members to communicate more effectively about their problems and resolve them successfully. Participants learn how to: 1) deal with relocation or Permanent Change of Station (PCS); 2) anticipate all phases of deployment; 3) apply an “Inside-Out Approach” to problem solving and goal creation; 4) resolve differences in marriage and family relationships by cooperating together creatively; 5) leverage family services both on and off the base; 6) abandon unhealthy behaviors; and 7) build family traditions, unity, and a “nurturing family culture.” Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$4,249.64
Level 2 Engagement	\$4,854.14
Level 3 Engagement	\$6,365.39
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

SIN 874-4 The 7 Habits of Highly Effective Military Families

2-day Course

Level 1 Engagement	\$7,876.64
Level 2 Engagement	\$9,085.64
Level 3 Engagement	\$12,108.14
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

SIN 874-4 The 8 Habits of a Successful Marriage

2-day Course

This 2-day course is based on Stephen R. Covey's No. 1 bestsellers, *The 7 Habits of Highly Effective People* and *The 8th Habit*. This work session offers a framework for applying a universal, self-discovery approach that enables couples to communicate about their problems and resolve them successfully. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$7,876.64
Level 2 Engagement	\$9,085.64
Level 3 Engagement	\$12,108.14
Minimum/maximum participants: 20/40	
Price per each additional participant over 20	\$31.13

SIN 874-4 The 7 Habits of Highly Effective Teens

1-day Course

This 1-day course gives young people a set of proven tools to deal successfully with real life, and will help improve student performance, reduce conflict, and enhance cooperation and teamwork among parents and teens. Price includes presenter fees and the minimum number of participant materials.

Level 1 Engagement	\$4,022.37
Minimum/maximum participants: 12/36	
Price per each additional participant over 12	\$32.94

SUPPORT PRODUCTS, SIN 874-5

FranklinCovey instructional materials are tools specifically designed to help individuals and organizations become more effective. We developed these products to enhance implementation of the principles of effective living that participants learn in FranklinCovey courses. Licensed materials may only be purchased by an Agency with a signed license agreement on file with FranklinCovey or in connection with On-Site training provided by FranklinCovey.

Assessment Products

SIN #	SKU #	Description	Qty	Price
SIN 874-5		5 Choices Online Benchmark (Client prints)	Each	No Charge
SIN 874-5	5CPRINT	5 Choices Online Benchmark (FC prints)	Each	\$10.38
SIN 874-5		Online 360 Benchmark: Associate (Client prints)	Each	No Charge
SIN 874-5	7HPRINT	Online 360 Benchmark: Associate (FC prints)	Each	\$10.38
SIN 874-5		Online 360 Benchmark: Manager (Client prints)	Each	No Charge
SIN 874-5	7HPRINT	Online 360 Benchmark: Manager (FC prints)	Each	\$10.38

Books

SIN #	SKU #	Description	Qty	Price
SIN 874-5	76308	The 4 Disciplines of Execution (hardcover)	Each	\$19.45
SIN 874-5	77010	The 5 Choices: The Path to Extraordinary Productivity (hardcover)	Each	\$21.01
SIN 874-5	76784	The 7 Habits of Highly Effective People 25 th Anniversary Edition (hardcover)	Each	\$21.02
SIN 874-5	76783	The 7 Habits of Highly Effective People 25 th Anniversary Edition (paperback)	Each	\$12.45
SIN 874-5	29663	The 7 Habits of Highly Effective Families (paperback)	Each	\$8.08
SIN 874-5	29664	The 7 Habits of Highly Effective Teens (paperback)	Each	\$7.26
SIN 874-5	74565	The 8 th Habit (hardcover)	Each	\$21.58
SIN 874-5	74635	The 8 th Habit (paperback)	Each	\$11.62
SIN 874-5	75643	Let's Get Real Book	Each	\$20.70
SIN 874-5	75375	The Speed of Trust (hardcover)	Each	\$21.58
SIN 874-5	75542	The Speed of Trust (paperback)	Each	\$9.34
SIN 874-5	74855	What the CEO Wants You to Know Book	Each	\$20.70

Facilitator Kits (Licensed Material)

SIN #	SKU #	Description	Qty	Price
SIN 874-5	76642	5 Choices Facilitator Kit (1-Day Essentials and 2-Day Work Session)	Each	\$524.72
SIN 874-5	76658	7 Habits Army Family Facilitator Kit	Each	\$405.29
SIN 874-5	76616	7 Habits Families Facilitator Kit	Each	\$405.29
SIN 874-5	76988	7 Habits Foundations 1.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76877	7 Habits Leader Implementation 1.0 Facilitator Kit	Each	\$303.54
SIN 874-5	77190	7 Habits Managers 2.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76435	7 Habits Managers Facilitator Kit	Each	\$540.34
SIN 874-5	75336	7 Habits Military Family Facilitator Kit	Each	\$405.29
SIN 874-5	76851	7 Habits Signature 4.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76174	7 Habits Soldiers Facilitator Kit	Each	\$377.81
SIN 874-5	74877	7 Habits Teens Facilitator Kit	Each	\$415.25
SIN 874-5	75029	8 Habits Marriage Facilitator Kit	Each	\$405.26
SIN 874-5	75271	Championing Diversity Facilitator Kit	Each	\$540.34
SIN 874-5	76942	Change Element 1.0 Facilitator Kit	Each	\$540.34
SIN 874-5	74015	Intro 7 Habits for Healthcare Facilitator Kit	Each	\$324.21
SIN 874-5	77037	Leaders @ Change 1.0 Facilitator Kit	Each	\$540.34
SIN 874-5	75378	Leadership Foundations Facilitator Kit	Each	\$540.34
SIN 874-5	75379	Leadership Foundations Supplemental Facilitator Kit	Each	\$207.50
		Leadership Modular Series:		
SIN 874-5	75502	4 Imperatives of Leaders Facilitator Kit	Each	\$324.21
SIN 874-5	76496	Building Process Excellence Facilitator Kit	Each	\$324.21
SIN 874-5	75510	Clarifying Your Team's Purpose & Strategy Facilitator Kit	Each	\$324.21
SIN 874-5	76532	Inspiring Trust Facilitator Kit	Each	\$324.21
SIN 874-5	76755	Leading Across Generations 2.0 Facilitator Kit	Each	\$324.21
SIN 874-5	75530	Leading Across Generations Facilitator Kit	Each	\$324.21
SIN 874-5	75522	Unleashing Talent Facilitator Kit	Each	\$324.21
SIN 874-5	76500	Leadership Public Sector Facilitator Kit	Each	\$540.34
SIN 874-5	77179	Leading at the Speed of Trust 3.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76643	Leading at the Speed of Trust Facilitator Kit	Each	\$540.34
SIN 874-5	76944	Managing Millennials 1.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76946	Millennials @ Work 1.0 Facilitator Kit	Each	\$540.34
SIN 874-5	74645	Meeting Advantage Facilitator Kit	Each	\$540.34
SIN 874-5	76651	Presentation Advantage 2.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76599	Presentation Advantage Facilitator Kit	Each	\$540.34

SIN 874-5	76648	Project Management Essentials Facilitator Kit	Each	\$524.72
SIN 874-5	73653	Rethinking Stress Facilitator Kit	Each	\$540.34
SIN 874-5	77182	Speed of Trust Foundations 3.0 Facilitator Kit	Each	\$540.34
SIN 874-5	76152	What the CEO Wants You to Know Facilitator Kit	Each	\$540.34
SIN 874-5	76644	Working at the Speed of Trust Facilitator Kit	Each	\$540.34
SIN 874-5	74551	Writing Advantage Facilitator Kit	Each	\$540.34

Additional Facilitator Materials (Licensed Material)

SIN #	SKU #	Description	Qty	Price
SIN 875-5	76291	5 Choices Posters	Each	\$50.38
SIN 874-5	76361	5 Choices Program DVD Set	Set	\$311.32
SIN 874-5	73786	7 Habits Certification Award--Puzzle	Each	\$27.56
SIN 874-5	76990	7 Habits Foundations v.1 Program DVD	Each	\$311.32
SIN 874-5	74852	7 Habits Managers Posters (10 Set)	Set	\$51.89
SIN 874-5	77191	7 Habits Managers 2.0 Program DVD	Each	\$311.32
SIN 874-5	76290	7 Habits Managers Program DVD Set	Set	\$207.55
SIN 874-5	75718	7 Habits Managers Virtual Content DVD	Set	\$310.28
SIN 874-5	76852	7 Habits Signature 4.0 Program DVD Set	Set	\$311.32
SIN 874-5	75288	7 Habits Teens Posters (10 Set)	Set	\$72.64
SIN 874-5	76428	Generic Participant Certificate	25-pkg	\$18.68
SIN 874-5	75161	Leadership Foundations Program DVD	Each	\$311.32
SIN 874-5	75039	Leadership Public Sector Posters	Set	\$51.89
SIN 874-5	76160	Leadership Public Sector Program DVD	Set	\$311.32
SIN 874-5	77180	Leading at the Speed of Trust 3.0 Program DVD	Each	\$311.32
SIN 874-5	77236	Leading at the Speed of Trust 3.0 Posters	Set	\$50.38
SIN 874-5	75645	Leading at the Speed of Trust Program DVD	Set	\$311.32
SIN 874-5	75935	Leading at the Speed of Trust Virtual Content DVD	Set	\$310.28
SIN 874-5	77183	Speed of Trust Foundations 3.0 Program DVD	Each	\$311.32
SIN 874-5	75547	Working at the Speed of Trust Program DVD	Set	\$311.32

Participant Materials, Kits & Workbooks (Licensed Material)

SIN #	SKU #	Description	Qty	Price
SIN 874-5	76408	4 Disciplines of Execution Manager Cert 3.0 w/IP Participant Kit	Each	\$622.64
SIN 874-5	76820	5 Choices Google Participant Kit	Each	\$155.66
SIN 874-5	76817	5 Choices Lotus Notes Participant Kit	Each	\$155.66
SIN 874-5	77094	5 Choices Outlook 2013 Participant Kit	Each	\$155.66
SIN 874-5	76819	5 Choices MAC Participant Kit	Each	\$155.66
SIN 874-5	76607	5 Choices Participant Kit	Each	\$155.66
SIN 874-5	76347	5 Choices Participant Kit (Electronic Version)	Each	\$155.66
SIN 874-5	74910	7 Habits Army Families Calendar	Each	\$17.12
SIN 874-5	75117	7 Habits Army Families Participant Guidebook	Each	\$14.01
SIN 874-5	74955	7 Habits Families Calendar	Each	\$17.12
SIN 874-5	76231	7 Habits Families Participant Guidebook	Each	\$14.01
SIN 874-5	76987	7 Habits Foundations 1.0 Participant Kit	Each	\$130.75
SIN 874-5	76872	7 Habits Leader Implementation 1.0 Participant Kit	Each	\$130.75
SIN 874-5	77189	7 Habits Managers 2.0 Participant Kit	Each	\$168.11
SIN 874-5	74915	7 Habits Managers Participant Kit	Each	\$120.00
SIN 874-5	75341	7 Habits Military Families Calendar	Each	\$17.12
SIN 874-5	75340	7 Habits Military Families Participant Guidebook	Each	\$14.01
SIN 874-5	76840	7 Habits Signature 4.0 Participant Kit	Each	\$194.05
SIN 874-5	76260	7 Habits Soldiers Participant Kit	Each	\$42.32
SIN 874-5	77115	7 Habits Soldiers Private Victory Participant Kit	Each	\$15.06
SIN 874-5	75121	7 Habits Teens Success Guide	Each	\$11.82
SIN 874-5	74860	8 Habits Marriage Calendar	Each	\$17.12
SIN 874-5	75031	8 Habits Marriage Participant Guidebook	Each	\$14.01
SIN 874-5	76301	Championing Diversity Participant Kit	Each	\$72.25
SIN 874-5	76941	Change Element 1.0 Participant Kit	Each	\$58.11
SIN 874-5	KE7HHC PART	Intro 7 Habits for Healthcare Participant Kit	Each	\$83.88
SIN 874-5	76947	Leaders @ Change 1.0 Participant Kit	Each	\$155.66
SIN 874-5	75377	Leadership Foundations Participant Kit	Each	\$142.66
SIN 874-5		Leadership Modular Series:		
SIN 874-5	75556	4 Imperatives of Leaders Participant Kit	Each	\$80.94
SIN 874-5	76498	Building Process Excellence Participant Kit	Each	\$80.94
SIN 874-5	75558	Clarifying Your Team's Purpose & Strategy Participant Kit	Each	\$80.94
SIN 874-5	75925	Inspiring Trust Participant Kit	Each	\$80.94
SIN 874-5	KELAG	Leading Across Generations 2.0 Participant Kit	Each	\$74.72
SIN 874-5	75555	Leading Across Generations Participant Kit	Each	\$80.94
SIN 874-5	75561	Unleashing Talent Participant Kit	Each	\$80.94

SIN 874-5		Leadership Modular Series Participant Kit Volume Pricing	1-99	\$80.94
			100-249	\$77.81
			250-499	\$74.56
			500-749	\$66.39
			750-999	\$58.25
SIN 874-5	KELDPS	Leadership Public Sector Participant Kit	Each	\$278.83
SIN 874-5	77178	Leading at the Speed of Trust 3.0 Participant Kit	Each	\$262.63
SIN 874-5	75920	Leading at the Speed of Trust Participant Kit	Each	\$262.63
SIN 874-5	76943	Managing Millennials 1.0 Participant Kit	Each	\$70.57
SIN 874-5	KEMAPNEW	Meeting Advantage Participant Kit	Each	\$122.33
SIN 874-5	76945	Millennials @ Work 1.0 Participant Kit	Each	\$77.83
SIN 874-5	76868	Presentation Advantage 2.0 Participant Kit	Each	\$149.43
SIN 874-5	74656	Presentation Advantage Participant Kit	Each	\$122.33
SIN 874-5	76422	Project Management Essentials Participant Kit	Each	\$155.66
SIN 874-5	75284	Rethinking Stress Participant Kit	Each	\$98.58
SIN 874-5	77181	Speed of Trust Foundations 3.0 Participant Kit	Each	\$130.75
SIN 874-5	75905	Speed of Trust Simulation Process Kit (allows 4 players)	Each	\$691.70
SIN 874-5	76066	Speed of Trust Simulation Process Participant Kit	Each	\$135.10
SIN 874-5	76151	What the CEO Wants You to Know Participant Kit	Each	\$115.64
SIN 874-5	75922	Working at the Speed of Trust Participant Kit	Each	\$114.56
SIN 874-5	74555	Writing Advantage Participant Pack	Each	\$122.33

Additional Participant Materials

SIN #	SKU #	Description	Qty	Price
SIN 874-5	by date	5 Choices Weekly Planner	Each	\$18.85
SIN 874-5	74854	7H Managers Tools Forms package	25-Pkg	\$15.57
SIN 874-5	22989	Creative Juicers	Each	\$7.25
SIN 874-5	76560	Franklin Covey Style Guide	Each	\$37.78
SIN 874-5	by date	Franklin Planner Kit	Each	\$65.24
SIN 874-5	by date	Franklin Planner Kit Pre Assembled	Each	\$72.41
SIN 874-5	75366	Leadership Foundations Posters	Each	\$51.89
SIN 874-5	75299	Leadership Puzzle	Each	\$20.75
SIN 874-5	74916	Management Essentials Booklet	Each	\$31.13
SIN 874-5	74659	Meeting Advantage Forms	Each	\$15.57
SIN 874-5	MY4DX	My4Dx Operating System Annual Individual Subscription	Each	\$72.54
SIN 874-5	24054	Sample Planner	Each	\$3.17
SIN 874-5	75931	tQ Coaching Guide	Each	\$77.83
SIN 874-5	75278	Ultimate Activity Guide	Each	\$13.75
SIN 874-5	74658	Visual Advantage Guidebook	Each	\$41.51

OFF-THE-SHELF AND CUSTOMIZABLE PRINT, AUDIO, AND VISUAL INSTRUCTIONAL TRAINING DEVICES

SIN 874-9

Audio Sets

SIN #	SKU #	Description	Qty	Price
SIN 874-9	75383	7 Habits Audio on CD (3 CDs)	3-Set	\$24.85
SIN 874-9	75648	7 Habits Teens CD Set	2-Set	\$14.89
SIN 874-9	75384	Marriage & Family (2 set CD)	Set	\$16.55

Customized Solutions Consulting Labor Category Descriptions and Qualifications

- Bachelor's degree in business or related field or equivalent in related experience
 - Minimum 5 years of professional experience coordinating development and production of complex printed materials and associated packaging.
 - Ability to work in the Microsoft Office applications, with proficiency expected in Word and Excel and Project Management. Some experience with Macintosh systems and with Quark, Illustrator, Photoshop, or InDesign but not mandatory.
1. **Production Consultant:** Manages the internal process for producing any Innovations or Custom Client Solutions training or documentation produced for a client or specific market segment. Works with Project Leader to facilitate purchase requisitions, vendor selection, and order placement and fulfillment.
 2. **Proofreader:** Proofreads documents and marks for correction of grammatical, typographical, compositional, or layout errors using either the Innovations Style Guide or other Style Guide specified by the client as a reference tool. Delivers marks to a Designer, Writer, or Project Leader for correction (as designated by the project plan). May be requested to check corrections against initial marks.
 3. **Instructional Designer:** Works with the client and the FranklinCovey project team to design, verify, and suggest changes to instructional content; assists in recommending instructional applications and delivery media. The Instructional Designer may also serve as the Project Leader, Writer, or Consultant on a project.
 4. **Project Leader:** Manages projects for the Innovations and Custom Client Solutions Department. The project manager is responsible for coordinating the project from beginning to end; including budget, resources, client needs, content development, timeline, quality assurance, pilot courses, and client satisfaction. The Project Leader maintains a positive team environment that promotes distinct individual contribution and high quality standards. This team typically includes the client, the Division Manager, a Consultant or Instructional Designer, Writer, Editor, Proofreader Graphic Designer, and Production Consultant or printing vendor. The Project Leader may be responsible for more than one project at a time.
 5. **Print Advisor:** Works directly with the Project Leader to make recommendations on media delivery, printing methods and techniques, and available design resources. May coordinate vendor relationship when appropriate.
 6. **Graphic Designer:** Produces visual layout according to the needs of the Innovations Department and Custom Client Solutions' clients, using a mix of creative skills and commercial/company awareness. Designers need imaginative flair, awareness of current FranklinCovey course layout and branding, a working knowledge of the latest computer packages, an understanding of material costs and productivity guidelines, and an ability to work well with a Project Manager. The Designer delivers the product in the media requested by the client, i.e., online, PDF file for viewing only, hard copy, or print-ready files.
 7. **Diagnostic Consultant I:** Facilitates courses produced by FranklinCovey, including custom and mass offerings. Delivers pilot material for testing and consults with the client regarding recommended changes to custom courses. May serve to identify client training needs, or develop and review course content for Innovations or Custom Client Solutions project.
 8. **Diagnostic Consultant II:** Represents FranklinCovey as a leader in the training industry. Differentiated from Diagnostic Consultant I by years of training experience, variety FranklinCovey courses they can offer, and the proficiency at which they deliver those courses. May serve to identify client training needs, or develop and review course content for Innovations or Custom Client Solutions project.