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

Multiple Award Schedule

FSC Group: Professional Services    FSC Codes: R408, R704, and U006

Contract Number: GS-02F-0100T

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: May 15, 2017 to May 14, 2022

Creative Concepts International, Inc.
108 Eagle Glen Drive
Woodstock, GA  30189

Phone Number: 770-926-1395
Fax Number: 770-926-1806
www.geneswindell.com

Contact for Contract Administration
Gene Swindell
gene@geneswindell.com

Business Size: Small
Price list current as of Modification# PA-0026 effective 03-16-2021
Prices Shown Herein are Net.
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SINs</th>
<th>SIN Titles</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>611430</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>611512</td>
<td>Flight Training</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Lowest Unit Price per SIN: Not applicable
1c. Hourly Rates: Not Applicable

2. Maximum Order for the following Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>611430</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>611512</td>
<td>$1,000,000.00</td>
</tr>
</tbody>
</table>

3. Minimum Order: $100.00


5. Point of production: Woodstock, (Cherokee County) Georgia

6. Discount from list prices or statement of net price: Discount from Commercial List Prices is 25.56%

7. Quantity discounts: None

8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days.

9. Foreign items: Not Applicable

10a. Time of delivery: 14 Days

10b. Expedited delivery: Depending upon availability of Instructor and travel arrangements.

10c. Overnight and 2-day delivery: Not Applicable

10d. Urgent requirements: Contact Creative Concepts International, Inc.

11. F.O.B. point: Destination

12a. Ordering address:

**Creative Concepts International, Inc.**
108 Eagle Glen Drive
Woodstock, GA 30189
12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address:**
    Creative Concepts International, Inc.
    108 Eagle Glen Drive
    Woodstock, GA 30189

14. Warranty provision: Not Applicable

15. Export packing charges: Not Applicable

16. Terms and conditions of rental, maintenance, and repair: Not Applicable

17. Terms and conditions of installation: Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

18b. Terms and conditions for any other services: Not Applicable

19. List of service and distribution points: Not Applicable

20. List of participating dealers: Not Applicable

21. Preventive maintenance: Not Applicable

22a. Special attributes such as environmental attributes: Not Applicable

22b. 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

23. Data Universal Number System (DUNs) number: 1 8 6 9 6 2 6 6 8

24. Notification regarding registration in the System for Award Management (SAM) database: Currently registered and active in SAM.
Training Courses Under SINs 611430 and 611512

**THE ASPIRING LEADER** – 1-day course - $2,625

Today’s leaders must create a workplace environment that encourages teamwork, high morale, and individual responsibility. Class attendees will learn important skills to function as an effective leader including how to delegate tasks; communicate effectively; how to lead and develop individual employees as well as teams, and the critical traits of leadership,

- Distinguishing between management and leadership
- Ten important factors of leadership
- Using different leadership styles
- Building solid work relationships
- Breaking down the barriers of communication

**LEADERSHIP FOR MASTERING CHANGE** – 2-day course - $4,950

The old management trails that once led to results have become short, dead-end paths in the wilderness of change today. New skills are needed to transform from the role of manager or supervisor to leader; to deal with a different kind of workforce, and implement rapid-fire change. People don’t want to be managed—they want to be led as they struggle with increasing demands of doing more with less. This is a fast-paced, highly-interactive course which offers all the tools to master change.

- Six dimensions of effective leadership
- Keys to gaining support in an ever-changing environment
- Using a practical five-step leadership continuum
- How to build a high-performance team that embraces change
- Sensible system to analyze your team’s strengths and struggles
- Results-oriented motivation—not manipulation

**MOTIVATIONAL LEADERSHIP** – 2-day course - $4,950

In this highly-interactive workshop, the ten principles of motivational leadership are introduced in a fast-paced format that will provide new insights in how to approach your job with a new perspective.

- Overcoming the five myths of leadership
- Assessment of six vital leadership tasks
- Three keys to evaluating people for a task
- Focusing your time and energy on evaluating and coaching
- The importance of bringing your team’s vision alive

**TRANSFORMATIONAL LEADERSHIP** – 3-day course - $7,425

This workshop is an advanced course designed to move managers, supervisors and team leaders to a new level of leadership. Participants will learn the principles of contingency and situational leadership, ethics and social responsibilities, and how to encourage creativity and innovation.

- How to advance power and politics
- New motivation and mentoring skills
- Strategic leadership and knowledge management
- Understanding contingency leadership
- Developing self-managed teamwork
DEALING WITH NEGATIVITY — 1-day course - $2,625

This course covers the causes and cures for negativity in the workplace. Participants will learn how to identify problems and eliminate them; how to deal with the most difficult situations; how to confront negativity on a mass scale; and how to gain support of even the most negative person on staff.

- Understanding negativity – what is it?
- Confronting the negative employee
- How to handle negativity on many fronts
- Gaining cooperation and support
- What to do – and not do – to crush negativity

TEAM DYNAMICS — 3-day course - $7,425

All the basic elements of team building are covered in this highly-interactive three-day course. Participants will learn the five vital components of a team; characteristics that make a tremendous difference in team effectiveness; how to create a unique team charter, and the five dysfunctions of a team.

- Specific questions to consider in organizing a team
- Creating a Team Charter: Mission Statement, Values, Norms, Goals
- Team Relationships: Blending Behavioral Styles, Identifying the Styles
- Communication / Nonverbal / Active Listening
- Why communication breakdowns occur
- Setting expectations for team members to assure accountability

HOW TO BE AN EFFECTIVE TEAM MEMBER — 3-day course - $7,425

Regardless of the type of team, this course will equip team members to function at a higher level. This is a highly-interactive training program.

- 3 Ps of a successful team
- Practical steps to improve teamwork
- Dealing with cultural and generational differences
- Working through conflict and confrontation
- Problem solving techniques

COACHING FOR IMPROVED PERFORMANCE — 2-day course - $4,950

This highly interactive course focuses on a wide range of topics including ways to overcome challenges that inhibit your coaching efforts; assessment of leadership skills and ways to strengthen coaching skills; develop effective communication skills; how to implement goals into coaching practices, and how to conduct one-on-one coaching and counseling sessions.

Topics include:

- Bridging generational gaps
- Negotiating Win.Win solutions
- Coaching and Counseling Challenges
- How and when to counsel and coach
- Step-by-step process for coaching session

7 HABITS OF EFFECTIVE MANAGERS — 2-day course - $4,950

This introspective two-day course is based on strategies for leadership success and keyed to bottom-line results in your personal life and professional career. Attendees will learn how to create practical habits for success in seven vital areas of their lives, and then expand their circle of influence to help others succeed.
• Patterns and principles - Overview of human values
• Being practical
• Establishing a personal vision
• Compassionate communication
• Principles of creative cooperation
• Kaizen: continuous improvement

DEALING WITH CHANGE – 2-day course - $4,950

Dealing with change is not easy in most workplaces because people are reluctant to alter their habits and routines. However, change cannot be an option in any business environment. People must learn to accept and adapt to change. This course offers practical solutions to resistance and techniques to ease the change process.

• Examining the real meaning of change in a transformational triangle
• Six reasons why change cannot be an option
• Eight pieces of a successful change process
• Building a highly effective internal communication system
• Constructing a model to create teamwork in a change environment

HOW TO PREPARE AND DELIVER PERFORMANCE REVIEWS – 1-day course - $2,625

The focus of this fast-paced, high-content course is on preparing, planning and delivering a performance review that engages the employee, offers a balance of work history, and calls for an action plan of improvement.

• The vital components of performance review preparation – what to include
• How to affirm strengths and accomplishments
• Discussing development needs
• Getting the employee involved in creating an action plan of improvement
• The all-important period follow-up meeting

PROJECT MANAGEMENT – 3-day course - $7,425

This highly-interactive course is a comprehensive three-day program of basic tools for project management. Attendees will identify projects, service lines/departments that require participation in a project; learn how to facilitate project groups; tools for planning, implementing, measuring and coordinating a wide range of projects, and know how to gain commitment of the project team.

• Examining the objectives and deliverables
• Creating a work breakdown structure (WBS)
• Project communication: team meetings and project reporting
• Monitoring: Keeping the project on track
• Early warning systems, team problem-solving guidelines

SURVIVAL SKILLS FOR SUPERVISORS – 2-day course - $4,950

Supervisors will learn to meet work challenges in this content-filled training program. Topics include critical keys to deal with change; how to get employee support and cooperation, and other vital techniques to survive in this ever-changing business environment.

• Keys to gaining support for constant change
• Effective leadership using a five-step supervisory continuum
• Six dimensions of an effective supervisor
• The art of delegation of tasks without guilt
• Results-oriented motivation—not manipulation
EFFECTIVE COMMUNICATION – 2-day course - $4,950

This course will focus on proven techniques that produce clear, concise messages in normal as well as difficult situations. Attendees will learn how to identify their own and others’ preferred communication styles; how to eliminate filters that block verbal messages; be trained to actively listen and correctly interpret body language, and how to deliver your message in a clear, concise manner.

- Characteristics of each communication style
- Making sure your message is understood
- Applying a five-step process to cope with difficult situations
- Using a principled approach to communicate during conflict
- Presenting your ideas effectively and efficiently

THE ART OF ACTIVE LISTENING - 1-day course - $2,625

The most overlooked skill in human communication is active listening. In this one-day, fast-paced class, participants will learn how to focus and concentrate on what the Sender is saying; how to capture the essence of a message without taking notes; techniques to convey that the message has been clearly understood, and how to relate back that you retained the key points.

- The four vital components of active listening
- How to use verbal and nonverbal techniques in listening
- Using door-opener questions appropriately
- How to paraphrase and restate for clarity
- What your body says that your mouth doesn’t
- How to eliminate breakdowns in communication lines

BUSINESS WRITING I – 1-day course - $2,625

This course is an introduction to business writing and is designed to help participants apply the principles of grammar and writing techniques to achieve effective, concise documents. Students will learn punctuation, capitalization, word usage, spelling and syntax as well as how to organize and edit memos, documents and correspondence.

- Understanding the writing process
- Identifying the purposes for writing
- Applying techniques to produce clear, concise messages
- Demonstrating skills learned in interactive exercises

BUSINESS WRITING II – 1-day course - $2,625

This is the advanced course that goes beyond the basics. Participants will learn how to plan, draft, write, and revise commonly used documents in the workplace.

- How to identify the recipient of correspondence
- Context and grammar to achieve balance and cohesiveness
- Drafting and editing correspondence for clarity
- Important details to always include in business correspondence

BUILDING BETTER RELATIONSHIPS – 2-day course - $4,950

Harvard University, Stanford Research Institute and the Carnegie Foundation have studied career paths and found 85% of success was related directly to knowledge of different behavioral styles and how to relate with people. That’s what this workshop is all about – knowing yourself and others.

- Self-analysis to discover your personal style
- Measurement of your assertiveness and emotional response
• How different styles blend and others clash in business relationships
• Learning how to use versatility in building relationships

EMOTIONAL INTELLIGENCE – 2-day course - $4,950

This course will provide each participant with a personal assessment of their individual emotional intelligence skills; an explanation of the four skill areas and how to use and improve skills in daily activities for improved performance, cooperation, morale and relationships. The objective is to show the effects of these four elements in personnel growth; improved work relationships, and benefits to the organization.

• Personal skill levels in the four areas of overall EQ
• Self-awareness of strengths and struggles
• Identifying the triggers of emotional buildup and anger levels
• Social awareness - Understanding how perceptions vary in different settings
• Relationship management - Making distinctions in other people’s behaviors

RESOLVING CONFLICT & CONFRONTATION – 1-day course - $2,625

This one-day class will offer strategies and tools to engage in healthier conflict resolutions and to gain understanding of the core competencies for managing workplace conflict.

• Recognizing the sources of conflict
• Conflict mapping and resolution process
• Handling misunderstandings before they become conflicts
• How to use the five styles of conflict engagement
• Effective conflict strategies to resolve conflicts (do’s and don’ts)

COPING WITH ANGER – 1-day course - $2,625

This course is a comprehensive examination of the causes of anger, the escalation of anger into rage, and how to bring anger under control.

• What is anger and how does it affect us
• Causes and stages of anger
• Identifying your anger and how to gain control over it
• Techniques to keep anger at bay
• Behavior modifications
• Dealing with resentment

DEALING WITH DIFFICULT PEOPLE – 1-day course - $2,625

Identifying the ten most difficult people (or customers) is the focus of this fast-paced, one-day course that will examine the characteristics of each one and practical strategies to deal with them.

• Understanding the four basic behavioral styles
• Characteristics to observe before responding
• How different styles blend and others clash in business relationships
• Avoiding toxic relationships for a more peaceful life

DELIVERING QUALITY CUSTOMER SERVICE – 1-day course - $2,625

This course will emphasize the need for a positive impression being formed by every employee – regardless of position. This fast-paced, highly-interactive course will focus on skills to deliver extraordinary customer service including communication, listening, partnership and problem-solving for excellent customer service.

• Understanding the big picture: assessment of customer service
• Top ten keys to extraordinary service
• Is your mouth saying one thing, your body another?
• How personal values impact your service delivery
• Methods to build better business relationships
• Building trust and loyalty

**MANAGING YOUR CUSTOMER SERVICE** – 1-day course - $2,625

Maintaining consistency in customer service is the key to customer satisfaction. Participants will learn how to establish and keep a high level of service; how to create a service mindset among employees; and measurements to use in weighing customer perceptions.

• Creating a service environment
• How to keep employees motivated to deliver quality service
• Overlooked principles of customer service
• Creating a service environment

**PROFESSIONAL TELEPHONE SKILLS** – 1-day course - $2,625

The image of your organization is formed by the people who communicate by telephone. This course covers a multitude of techniques and standards that are used by major companies known for their telephone communications with customers.

• The importance of voice tone on the telephone
• What to say and how to say it when conveying an unpopular message
• Recognizing that perception is all that counts in service
• How to calm an angry caller

**TIME MANAGEMENT** – 1-day course - $2,625

Maintaining control of your workday is the key to achieving more in less time. This course is focused on examining the various tasks on your daily “to do” list, then prioritizing those tasks into a practical plan that allows you to be more productive.

Topics include:

• How to use the Urgent/Important priority matrix
• Examination of your prime time for maximum productivity
• Handling interruptions, paperwork and meetings
• Techniques to overcome procrastination

**STRESS MANAGEMENT** – 1-day course - $2,625

This workshop introduces techniques to handle difficult situations; how to recognize stress zones; how to understand and take preventive action in stages of stress and anxiety.

• Recognizing stress zones and ways to eliminate them
• How to avoid unhealthy perfectionism
• Ways to handle difficult situations and people
• Tips to blow off steam and defuse anger
• Examining stages of stress and anxiety

**SETTING AND ACHIEVING GOALS** – 1-day course - $2,625

Setting goals is relatively easy but achieving them is sometimes difficult. This course offers an examination of tasks, projects and personal aspirations that need a systematic goal setting process.

• Examining priorities
• Five-part goal setting system
• How to measure and maintain progress in goal achievement
• How to jump start a goal that has gone off track

**NEGOTIATING SKILLS – 1-day course - $2,625**

This course covers the basics of negotiation through an interest-centered approach.

• The myth of win/win
• Setting objectives and limitations
• Understanding and how to use strategies
• Using your important keys – confidence and power
• Position vs. interest-based negotiating tactics

**Services Under SIN 541611**

**COACHING SERVICES – per hour - $187.50**

All of Creative Concepts’ coaches are certified and experienced in working with executives to managers and supervisors in government agencies. We help individuals improve performance, achieve goals and develop effective leadership skills.

**FACILITATION SERVICES – per hour - $187.50**

All of Creative Concepts’ facilitators are certified and experienced in working with executives to managers and supervisors in government agencies. We help individuals improve performance, achieve goals and develop effective leadership skills.