

## FEDERAL SUPPLY SERVICE

MISSION ORIENTATED BUSINESS INTEGRATED SERVICES (MOBIS)

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**Federal Supply Class Group: 874 –**  
SPECIAL ITEM NUMBER 874 4 – TRAINING SERVICES



**NINTH HOUSE, INC.**

**465 CALIFORNIA ST STE 1400  
SAN FRANCISCO, CA 94104-1832**

**PHONE: 406-582-5199**

**FAX: 612-337-3669**

LARGE BUSINESS

**Contract Number: GS-02F-0158T**

**Period Covered by Contract: September 13, 2007 – September 12, 2012**

**Pricelist current through Modification # \_\_\_ - \_\_\_\_\_, dated \_\_\_|\_\_\_|\_\_\_\_\_**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**General Services Administration – Authorized Federal  
Supply Schedule Pricelist**

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**GENERAL SERVICES ADMINISTRATION**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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1. TABLE OF AWARDED SINS:

| SIN   | Description       | Page |
|-------|-------------------|------|
| 874 4 | Training Services | 6    |

1b. LOWEST PRICED MODEL:

N/A

1c. LABOR CATEGORIES:

N/A

2. MAXIMUM ORDER:

The maximum dollar amount to be issued is **\$1,000,000**

3. MINIMUM ORDER:

The MINIMUM dollar amount to be issued is **None**

4. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Offerors are requested to check one of the following boxes:

The Geographic Scope of Contract will be domestic delivery only

5. POINT OF PRODUCTION :

Ninth House  
465 California Street, Suite 1400  
San Francisco, CA 94104

6. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNTS:

Quantity Discounts listed below.

8. PROMPT PAYMENTS DISCOUNTS:

2%, net 10, Net 30 days

9. NOTIFICATION THAT GOVERNMENT PURCHASE CARDS ARE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD:

Ninth House will accept Government purchase cards up to the micro-purchase threshold

9B) NOTIFICATION WHETHER GOVERNMENT PURCHASE CARDS ARE ACCEPTED OR NOT ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD:

Ninth House will not accept Government purchase cards above the micro-purchase threshold

10. FOREIGN ITEMS (LIST ITEMS BY COUNTRY OF ORIGIN):

NetCDs: Canada

11. TIME OF DELIVERY:

The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

Ninth House will adhere to the delivery schedule stipulated in each task order and/or task order amendment.

11B) EXPEDITED DELIVERY:

UPS 3-day delivery to a single address within contiguous US for NetCD disc packs:

Quantity    \$\$ per expedited shipment

1                \$20

10               \$45

50               \$90

100              \$175

250              \$400

500              \$700

500              + exceeds 500lbs, requires freight delivery arrangements

11C) OVERNIGHT AND 2-DAY DELIVERY:

Please contact contractor

11D) URGENT REQUIREMENTS:

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract

12. F.O.B. POINT(S):

Destination

13. ORDERING ADDRESS(ES):

Ninth House  
465 California Street, Suite 1400  
San Francisco, CA 94104

13B). ORDERING PROCEDURES:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. PAYMENT ADDRESS(ES) :

Ninth House  
Dept 33110  
PO Box 39000  
San Francisco, CA 94139

15. WARRANTY PROVISION:  
Contractor's standard commercial warranty
16. EXPORT PACKING CHARGES, IF APPLICABLE:  
N/A
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL):  
Please contact Contractor.
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  
  
20B) TERMS AND CONDITIONS FOR 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
24. ENVIRONMENTAL ATTRIBUTES, E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS:  
N/A  
  
24B) 508 COMPLIANCE:  
N/A
25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:  
002438633
26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:  
Ninth House has registered with the CCR database.

### GSA Pricing

**All Courses & Simulations: (See Descriptions Below)**

| SIN   | Quantities      | GSA Rate w/IFF |
|-------|-----------------|----------------|
| 874-4 | 1 – 99          | \$257.77       |
| 874-4 | 100 – 249       | \$280          |
| 874-4 | 250 – 499       | \$280          |
| 874-4 | 500 – 999       | \$260.69       |
| 874-4 | 1,000 – 1,999   | \$241.80       |
| 874-4 | 2,000 – 4,999   | \$135          |
| 874-4 | 5,000 – 9,999   | \$135          |
| 874-4 | 10,000 – 24,999 | \$90           |
| 874-4 | 25,000 – 49,999 | \$66           |
| 874-4 | 50,000 – 74,999 | \$55           |
| 874-4 | 75,000 – 99,999 | \$45           |

**Instant Advice: (See Descriptions Below)**

| SIN   | Quantities      | GSA Rate w/IFF |
|-------|-----------------|----------------|
| 874-4 | 1 – 99          | \$30           |
| 874-4 | 100 – 249       | \$30           |
| 874-4 | 250 – 499       | \$30           |
| 874-4 | 500 – 999       | \$12,499.04    |
| 874-4 | 1,000 – 1,999   | \$16,499.07    |
| 874-4 | 2,000 – 4,999   | \$19,998.88    |
| 874-4 | 5,000 – 9,999   | \$24,998.59    |
| 874-4 | 10,000 – 24,999 | \$32,994.37    |
| 874-4 | 25,000 – 49,999 | \$39,997.75    |
| 874-4 | 50,000 – 74,999 | \$59,996.63    |
| 874-4 | 75,000 – 99,999 | \$79,995.50    |

**NetCD Full Pack: (See Descriptions Below)**

| SIN   | Quantities      | GSA Rate w/IFF |
|-------|-----------------|----------------|
| 874-4 | 1 – 99          | \$14.96        |
| 874-4 | 100 – 249       | \$14.96        |
| 874-4 | 250 – 499       | \$14.96        |
| 874-4 | 500 – 999       | \$14.96        |
| 874-4 | 1,000 – 1,999   | \$14.96        |
| 874-4 | 2,000 – 4,999   | \$14.96        |
| 874-4 | 5,000 – 9,999   | \$14.96        |
| 874-4 | 10,000 – 24,999 | \$14.96        |
| 874-4 | 25,000 – 49,999 | \$12.97        |
| 874-4 | 50,000 – 74,999 | \$12.97        |
| 874-4 | 75,000 – 99,999 | \$12.97        |



# Learning with Ninth House

## Our Approach to Leadership Development

Ninth House provides a comprehensive, end-to-end employee training solution that is changing the way organizations think of and utilize eLearning. By leveraging Ninth House and its proven Five-Step Integrated Blended Learning Process, organizations of all sizes are infusing their employees with the skills needed to lead their teams more effectively and productively.

By combining the knowledge and experience of the world's foremost business experts, Ninth House course participants learn, practice, and apply business skills in a dynamic, online environment. Our sound pedagogy maximizes usage, retention, and successful transfer of new behaviors to the workplace, thereby improving productivity and increasing your organization's competitive edge.



Five-Step Integrated Blended Learning Process From Ninth House

### PLANNING AND ASSESSMENT

#### Organizational Planning

Assessing organizational issues and employee training needs prior to implementation will assist in the understanding and planning of the entire training initiative. We will appraise your current learning situation and create a plan of action that drives your organization to success with your business objectives as the measuring stick.

#### Build Engagement for Learners

Busy adults demand relevance: They will only take time for learning when they anticipate immediate benefits. Each Ninth House course begins with an engaging multimedia preview that outlines how the course will benefit the learner and his or her organization, creating engagement and commitment.

#### Assess Baseline Knowledge

Recognizing what you don't know is powerful motivation for learning. Each Ninth House course assesses the learner's existing knowledge with a pre-test. Additionally, Ninth House offers multi-rater assessments, providing learners with real-world feedback from direct reports, peers and managers on how well their behavior demonstrates the principles embodied in the course content. For administrators, pre-tests and multi-rater assessments provide an important baseline from which to measure learning results.

### LEARN

#### Learn from the Best

Ninth House has partnered with some of the world's greatest business gurus—including Ken Blanchard, Tom Peters, and Peter Senge—to train your employees on their proven methodologies for sound business management. Through our interactive courses Ninth House brings the best minds in the business right to your learners' desktops.



# Learning with Ninth House

## Our Approach to Leadership Development



### Storytelling Brings Learning to Life

Throughout history, man has learned best from stories—myths, fables, and parables endure because they are so effective at bringing knowledge to life. Ninth House has crafted engaging stories to help your employees acquire the concepts delivered in our courses. These Hollywood-style movies illustrate important business principles in a way that learners will remember.

### Knowledge Transfer

Each course incorporates interactive games and activities to immediately reinforce and confirm learning. These fun, fast-paced exercises help employees retain new information and understand proper application of skills.

### Mentors Personalize the Experience

A good mentor enriches the learning experience and aids successful application. Before teaching begins, Ninth House uses a computer-based assessment to determine which of eight possible virtual mentors will provide the employee with right kind of coaching and support.

## APPLY AND PRACTICE

### Apply Knowledge to Real Life

Business results don't come from knowledge; they come from the successful application of skills to real business needs. Ninth House courses incorporate interactive workbooks and guides that empower learners with the abilities to apply newly acquired knowledge and skills to their daily work.

### Classroom-based Application Sessions

It is also important that learners have an opportunity to discuss the application of new content or skills to their work. Ninth House Learning Professionals provide the tools and services to assist organizations in facilitating interpersonal interaction among co-workers and managers and create a continuous learning environment.

### Action Learning

After learning core business skills, learners can practice applying their newfound knowledge in interactive scenarios. Ninth House eSeries® online simulations provide a succession of television-style episodes in which learners make crucial business decisions for characters in the story—a unique opportunity to try out new skills in a safe environment before applying them to the real world. Ninth House also offers real-world situational learning experiences that are tailored to the client.

## REINFORCE AND SUSTAIN

### Get Just-in-Time Performance Support

Ninth House Instant Advice® modules offer an opportunity for employees to review specific concepts and get just-enough, just-in-time coaching they can apply on the spot. It offers practical solutions to work challenges to improve individual and organizational performance.

## MEASURE RESULTS

### Assess Individual Learning

From pre-and post-tests to 360° performance multi-raters to monitoring course completion rates, behavioral change and organizational return-on-investment, Ninth House has the solution you need to measure the results of your initiatives in real-time.

### Evaluate the Experience

Online level I assessments enable administrators to measure learners' responses to the Ninth House experience. Standard questions are included, and the tool is easily customized to fit any organization or learning initiative.

### Track Progress

Powerful built-in tracking and reporting tools allow administrators to monitor course completion, test scores, and behavioral change. Instant Advice reports provide an opportunity to assess needs for further coursework by detailing the issues that employees seek help with most frequently.

# Instant Advice®

## Dynamic Just-in-Time Training That Moves Beyond e-Learning

*Instant Advice*® from Ninth House takes just-in-time learning to the next level. Comprised of over 450 Web-based videos by the Ninth House Faculty—including renowned authors Ken Blanchard, Peter Senge and William Bridges among others—*Instant Advice* provides immediate, actionable solutions to the most frequently encountered business challenges. Engaging dialogue and familiar scenarios based on Ninth House's award-winning courses gives learners the step-by-step instruction they need to quickly resolve issues faced in the workplace.

### Business Issues Solved with Instant Advice from Ninth House

#### INCREASED PRODUCTIVITY

**Strengthen productivity by developing self-sufficient employees who can quickly find solutions to their own problems.**

#### EMPLOYEE RETENTION

**Motivate and retain employees and increase job satisfaction by supporting and enhancing professional development.**

#### FLATTENING ORGANIZATIONS

**Develop self-directed employees who can succeed with less managerial attention.**



Tom Peters

- Deliver knowledge quickly to drive employee efficiency.
- Facilitate on-the-job application of new skills and practical concepts, helping your organization maintain its competitive edge.
- Reinforce and extend learning.



Clifton Taulbert



Ken Blanchard

- Deliver practical solutions to workplace challenges in 3 minutes or less.
- Enable managers to quickly find solutions to management issues as they arise.
- Arm employees with the tools to handle fast-changing business challenges.



Lorraine Segil

Used as a reinforcement tool in combination with your Ninth House blended learning solution or integrated with your organization's Learning Management System, *Instant Advice* drives productivity by developing self-sufficient employees who can quickly find solutions to today's most common workplace challenges.



**INSTANT ADVICE BENEFITS AT-A-GLANCE**

- Reinforce and extend learning initiatives
- Enable employees at all levels of the organization to quickly find solutions to issues as they arise.
- Equip managers with a targeted, practical learning resource to provide support on issues raised during one-on-one coaching with their employees.
- Arm employees with the tools to handle fast-changing business challenges.
- Deliver knowledge quickly to drive employee efficiency and productivity.
- Facilitate on-the-job application of new skills and practical concepts, helping your organization maintain its competitive edge.
- Introduce interactive eLearning into your organization simply and effectively.



Five-Step Integrated Blended Learning Process From Ninth House

Ninth House provides a comprehensive, end-to-end training solution that is changing the way organizations think about, implement and utilize eLearning. By leveraging Ninth House and its proven Five-Step Integrated Blended Learning Process, organizations of all sizes are infusing their employees with the skills needed to lead their teams more effectively and productively.

**Minimum System Requirements**

- Windows 98/NT/Millennium/2000 Professional/XP
- IE v5.5 or later, Netscape v4.7 or v4.8 (v6 and above not supported)
- Windows Media Player v6.4.07 or later for video/audio playback
- Macromedia Flash v5.0 or later for animation
- 64 MB or greater (Windows NT4)
- 128 MB or greater (Windows 98, Millennium, 2000 Professional, XP)

**ABOUT THE AUTHORS**

**When it comes to teaching, there is no substitute for real-world experience. The Ninth House faculty is comprised of today's most experienced business experts that have spent years formulating their proven methods and techniques. As a Ninth House customer, you have access to their expertise and first-hand teaching. Every Ninth House Course, Simulation and Instant Advice® segment is carefully constructed around the wealth of in-depth knowledge developed over the years by these experienced experts.**

- Ken Blanchard
- David Bradford
- William Bridges
- Allan Cohen
- Jon Katzenbach
- Mary Ann Kipp
- Robert Levin
- Tom Peters
- Joseph Rosse
- Lorraine Segil
- Peter Senge
- Clifton Taulbert

The Leadership Development Company

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Ninth House uses a unique and highly effective approach to delivering critical business curricula while incorporating leading-edge Broadband and Internet technologies. We've enlisted the finest business thinkers such as Ken Blanchard and Tom Peters to share knowledge on leadership, management and innovation. We present these lessons in engaging, interactive stories enabling employees to learn faster, and immediately apply the concepts to their jobs.

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Ken Blanchard



David Bradford



Allan Cohen

# Ninth House

## Content Providers

### KEN BLANCHARD

Few people have influenced the world of management more than Ken Blanchard. Ken's *The One Minute Manager* (1982), the best-selling business book of all time, has sold over nine million copies and been translated into more than 25 languages. His other best sellers include *Raving Fans: Satisfied Customers Just Aren't Enough* (1992) and *Everyone's A Coach* (1995), co-written with Don Shula.

Ken has been a guest on a number of national television courses, including "Good Morning America" and "The Today Show," and has been featured in *Time*, *People*, *U.S. News & World Report*, and a host of other popular publications.

Ken is chairman of The Ken Blanchard Companies, a full-service management consulting and training company he co-founded in 1979 with his wife, Marjorie. He is also a visiting lecturer at Cornell University, where he is a Trustee Emeritus.

### DAVID L. BRADFORD

David L. Bradford is co-author of the best-selling books *Managing For Excellence: The Guide to High Performance in Contemporary Organizations*, *Influence Without Authority*, and *Power Up: Transforming Organizations Through Shared Responsibility Leadership*.

David is a Senior Lecturer in Organizational Behavior at Stanford University Graduate School of Business, where he specializes in leadership research and the characteristics of high-performance teams at the executive level.

In addition, David has consulted for a variety of organizations, including Frito-Lay, Levi Strauss & Co, the Whitney Museum of American Art, NetLedge, and Autodesk. David is both founder and former executive director of the Organizational Behavior Teaching Society. He received his Ph.D. from the University of Michigan.

### ALLAN COHEN

Allan Cohen is co-author of the best-selling books *Managing For Excellence: The Guide to High Performance in Contemporary Organizations*, *Influence Without Authority*, and *Power Up: Transforming Organizations Through Shared Leadership*.

Allan is the Edward A. Madden Distinguished Professor of Global Leadership at Babson College, in Wellesley, Massachusetts, where he specializes in organizational change, leadership, negotiations, and experience-based education research. He has recently completed seven years as Chief Academic Officer at Babson College, where he successfully lead radical curriculum reforms.

In addition, Allan has consulted on organizational change and leadership at a wide variety of organizations, including General Electric, Polaroid, CSC, IBM, Lafarge Corporation and Pfitzer. He holds an A.B. degree from Amherst College and M.B.A. and D.B.A. degrees from Harvard Business School.



Jon Katzenbach

**JON KATZENBACH**

Jon Katzenbach is founder and Senior Partner of Katzenbach Partners LLC. Formerly Director at McKinsey & Company, Inc. Jon earned a B.A. in Economics, with distinction, from Stanford University and an M.B.A. from Harvard University Graduate School of Business, where he was a Baker Scholar. Jon's published works include *The Wisdom of Teams*, *Real Change Leaders*, *Teams at the Top*, and *Peak Performance*.

In addition, he is editor of *The Work of Teams*, a Harvard Business Review compendium. Jon has worked with many leaders such as J. Paul Getty, Lou Nolo of Mobil, Ronald Reagan, and David Rockefeller.



Robert Levin

**ROBERT LEVIN**

Robert Levin is founder and director of The Center for Human Function & Work, a work performance research and development company housed at the University of Colorado at Boulder. Robert is also an adjunct member of the management faculty at the University of Colorado at Boulder. Robert is co-author of *High Impact Hiring: A Comprehensive Guide to Performance-Based Hiring* and is currently working on his next book, *Keeping Talent: Building a High Performance Workforce*. Robert is also co-author of a monthly newspaper column entitled *On Management*.



Tom Peters

**TOM PETERS**

Tom Peters describes himself as a prince of disorder, champion of bold failures, maestro of zest, professional loudmouth, corporate cheerleader, lover of markets, capitalist pig, and card-carrying member of the ACLU.

Tom followed the phenomenal success of *In Search of Excellence* with a long list of best sellers, including *A Passion for Excellence*, *Thriving on Chaos*, *Liberation Management*, *The Circle of Innovation*, *The Tom Peters Seminar*, and *The Pursuit of WOW!* The first three of Tom's new series of books, *Reinventing Work*, were released in September 1999.

Tom is a graduate of Cornell (B.C.E., M.C.E.) and Stanford (M.B.A., Ph.D.). He is a Fellow of the International Academy of Management, The World Productivity Association, the International Customer Service Association, and the Society for Quality and Participation.

Tom presents about 85 major seminars each year and speaks regularly all over the world. He has also authored hundreds of articles for various newspapers and popular academic journals, including *Business Week*, *The Economist*, *The Wall Street Journal*, *The New York Times*, *Fast Company*, and *The Harvard Business Review*.



Joseph Rosse

**JOSEPH ROSSE**

Joseph Rosse is a Professor of Management in the Graduate School of Business and Administration at the University of Colorado at Boulder. In addition to his writing, he serves on the editorial board of *Personnel Psychology* and is associate editor of the *Journal of Business and Psychology*.

Joseph received his Ph.D. in Industrial/Organizational Psychology from the University of Illinois and is an SHRM-certified HR Professional. He is a member of the American Psychological Society, the Academy of Management, the Society of I/O Psychologists, and the Society of Human Resource Management (SHRM).



Joseph is co-author of *High Impact Hiring: A Comprehensive Guide to Performance-Based Hiring* and is currently working on his next book, *Keeping Talent: Building a High Performance Workforce*. Joseph is also co-author of a monthly newspaper column entitled *On Management*.



Lorraine Segil

#### LARRAINE SEGIL

Lorraine Segil is a leading expert on business relationship strategies and author of the best-selling book *Intelligent Business Alliances*. Co-founder of The Lared Group and a regular commentator on CNN and NPR, Lorraine is recognized internationally for her groundbreaking research on partner compatibility and cross-cultural communication.

George Fisher, chairman of Eastman Kodak, has said of Lorraine: "In today's highly competitive global economy, the ability to create and manage effective, valuable alliances is critical to success. Lorraine's wealth of experience and Mindshift<sup>SM</sup> approach, as articulated in *Intelligent Business Alliances*, is essential reading for anyone seriously considering this subject."

A dynamic presenter and management consultant, Lorraine captivates audiences with her unique, personable, and highly professional style.



Peter Senge

#### PETER SENGE

Peter Senge is a senior lecturer at MIT, chairman of the Society for Organizational Learning, and author of the best-selling books *The Fifth Discipline: The Art & Practice of the Learning Organization*, *The Fifth Discipline Field Book*, and *The Dance of Change*.

Peter is regarded as a pioneer, theorist, and esteemed writer in the field of management innovation and is credited with the idea of the "learning organization" as a competitive advantage. Peter has introduced thousands of managers to the disciplines of the learning organization at Ford, Digital, Proctor and Gamble, AT&T, Royal Dutch/Shell and others.



Clifton Taulbert

#### CLIFTON TAULBERT

Clifton Taulbert is an internationally acclaimed author and speaker on community building. Clifton retired from a successful banking career to become an author, speaker, and journalist. He has written four books, including the Pulitzer-nominated *The Last Train North*, co-produced award-winning films and documentaries, and received numerous awards from universities and foundations.

His book *Eight Habits of the Heart* lays out eight basic principles he learned from his elders while growing up in the segregated South and today serves as the basis for his *Building Community* workshops. Michael Medved, noted media commentator, has called Clifton's voice a national treasure. Oklahoma's governor, Frank Keating, has introduced Clifton as the Benjamin Franklin of our day.

Clifton is presently a board member at BankOne Oklahoma, The Thomas Gilcrease Museum of Art and History, The Tulsa Industrial Authority, and the Black College hall of fame.



## Ninth House

Content Providers



William Bridges

### WILLIAM BRIDGES

From William Bridges, best-selling author of *Managing Transitions: Making the Most of Change*, the *Reframing Change* course provides employees with a clear distinction between the concepts of change and transition and presents a three-stage model of transition that offers insight and a fresh perspective on the often difficult and confusing times of change. By understanding each stage of the internal transition process that accompanies change, employees at all levels are better able to diagnose their own situations and begin to guide themselves through the transition process.



Mary Ann Kipp

### MARY ANN KIPP

Mary Ann Kipp is a recognized facilitator, author and Executive Coach with an uncanny ability to get to the heart of the matter. She has a distinct gift for designing interventions that deliver results. Her experience is international in scope and has included such clients as Unilever Holland, Nortel Networks, Polygram Records, British Airways, as well as numerous financial institutions, government, and manufacturing organizations. Ms. Kipp holds a BA from St. Anselm College and a Master's degree from Syracuse University.



## Ninth House e-Learning Courseware and Solutions Library Section 508 Compliance for Federal Agencies and Organizations

Ninth House is committed to providing its Federal customers with a fully featured Section 508-compliant library of its award winning learning solutions and e-learning courseware. Ninth House is making a significant investment to ensure that its highly interactive, media-rich e-learning courseware can assist individuals with disabilities.

### Important 508-complaint enhancements to Ninth House e-learning courses and solutions include:

| Course Feature                               | Description   |
|--|---|
| <b>Closed Captioning</b>                     | All audio and video is closed captioned, at the option of the user.   |
| <b>Accessibility Shell</b>                   | Provides a simple DHTML navigation alternative that is accessible to screen readers and navigable using a keyboard. The Accessibility Shell is a requirement for activating other accessibility features such as Keystrokes, Optimization for Keyboard, Accessible Content and Optimization for Screen Readers (see below). |
| <b>Accessible Content</b>                    | All textual or graphical elements that convey information or context now contain description "Alt Text" which is available to screen readers.   |
| <b>Dynamic Tab Ordering</b>                  | For blind learners, facilitates navigation for multi-page flash activities via keyboard and exploration of screen elements. It insures that the next items in the tab sequence are always the most relevant object.   |
| <b>Screen Reader Detection</b>               | Screen readers are automatically detected and take the player to an "accessibility mode" so that each activity begins in a paused state. In this state, a "root description" is available to orient the sight impaired learner.   |
| <b>Audio Described Videos</b>                | Alternate videos for sight impaired learners are provided together with additional audio track.   |
| <b>Alternate Accessible Content</b>          | Alternate activities and content are provided when learner selects "use accessible content if available." Provided by utilizing the Accessibility Shell.  |
| <b>Keystrokes for SCORM Player Operation</b> | Using the Accessibility Shell, learner may operate the SCORM Player without a mouse. Accomplished by pre-defined keystrokes provided to learner.  |
| <b>Optimization for Screen Readers</b>       | When this setting is activated, the Accessibility Shell navigation menu will appear on the right side of the screen vs. the left so that the screen reader will begin reading the activity content rather than the navigation menu.   |
| <b>Optimization for Keyboard Use</b>         | Allows learner to tab into the Flash content, when this mode is selected.   |



**Ninth House** is an innovator in using technology to create engaging learning experiences. Ninth House has proven expertise in initiatives designed to develop leaders, foster innovation, spawn culture change, and value diversity. Through their innovative learning strategies and compelling, media-rich content, the Ninth House tailored solutions change behavior on a large scale. It's the fastest, most effective way to change how people learn and behave. Ninth House customers include over 200 global corporate and government organizations such as Amazon.com, British Telecom, Hyperion, SSM Health Care, United States Navy, and US Department of Justice.