

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE  
PRICE LIST**

**HUMAN RESOURCES AND EEO SERVICES**

PSC CLASS: R799



***The Devine Group, Inc.***  
***10200 Alliance Rd.***  
***Suite 310***  
***Cincinnati, OH 45242***

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**Contract No. GS-02F-0207S**  
**CONTRACT PERIOD: August 21, 2006 through August 20, 2011**  
**BUSINESS SIZE: Small Business**

Supplement: Award, August 21, 2006

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Online 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!*<sup>™</sup>, a menu-driven database system. The INTERNET address for *GSA Advantage!*<sup>™</sup> is: <http://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedules, click on <http://www.fss.gsa.gov>.

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## Customer Information:

1a. Table of awarded special item numbers:

SIN	Page
SIN 595-21 GENERAL SUPPORT SERVICES	Pricing on pages 19-20

1b. Not Applicable

1c. Descriptions of labor categories are on pages 11-18 of this price list.

2. Maximum order:

SIN	Amount
SIN 595-21 GENERAL SUPPORT SERVICES	\$1,000,000

3. Minimum order: **\$100**

4. Geographic coverage: **Contractor will provide domestic delivery.**

5. Point of production: **10200 Alliance Rd.  
Suite 310  
Cincinnati, OH 45242**

6. Discount from list prices or statement of net price: **Net prices are shown in this catalog.**

7. Quantity discounts: **GSA Pricing on pages 19-20.**

8. Prompt payment terms: **1% - 10 net 30 days**

9a. Government purchase card accepted: **Yes**

9b. Government purchase cards are accepted for orders above the micro-purchase threshold.

10. Foreign items: **Not Applicable**

11. Time of delivery: **30 days or as mutually agreed upon**

12. F.O.B. point: **Destination**

13. Ordering address: **10200 Alliance Rd.  
Suite 310  
Cincinnati, OH 45242**
14. Payment address: **10200 Alliance Rd.  
Suite 310  
Cincinnati, OH 45242**
15. Warranty provision: **Standard Commercial Terms**
16. Export packing charges: **Not Applicable**
17. Contractor **will** accept Government purchase cards above the micro-purchase level.
18. Terms and Conditions applicable to rental, maintenance and repair: **Not Applicable**
19. Terms and conditions for installation: **Not Applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**
- 20a. Terms and conditions for any other services (if applicable): **Not Applicable**
21. List of service and distribution points (if applicable): **Not Applicable**
22. List of participating dealers: **Not Applicable**
23. Preventive maintenance (if applicable): **Not Applicable**
- 24a. Environmental attributes, e.g., recycled content, energy efficiency and/or reduced pollutants: **Not Applicable**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services, and show where full details can be found (e.g. contractor's Web site or other location). The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/) **Not Applicable**
25. Data Universal Number System (DUNS) number. **113200652**
26. Notification regarding registration in Central Contractor Registration (CCR) database. **The Devine Group, Inc. is registered with CCR.**

## About The Devine Group

For over 35 years, The Devine Group has grown as a leading provider of validated behavioral assessment platforms. We leverage our Devine Inventory® behavioral assessment with state-of-the-art statistical analysis techniques to estimate the performance and turnover improvement potential within your future and existing employee base.



We use powerful, proprietary research tools to give clients the answers to questions like these:

- How can we impact turnover and/or performance problems?
- To what degree can behavioral assessments help?
- How can we target training and development more effectively?
- How can we identify the best job within the organization for an individual?
- What are my organization's behavioral strengths and opportunities?
- What are the behavioral dynamics of our teams and culture?

The Devine Inventory platform system is built on a simple truth:

**People will rarely perform exactly how we think they will perform; our behavioral assessment provides an additional data point on the individual—one that has been scientifically proven to be an effective element in the prediction of successful employment.**

By asking people what they will do in a very scientific and standardized way, we are able to mathematically define the relationship between behavioral traits and employee performance. This core relationship is the foundation of Devine Group's forecasting models.

## Client Service

Our clients tell us: "Your product is great, but your service is even better." The Devine Group is a true strategic partner to our clients. Our primary goal is to help our clients achieve greater success. And because our clients come first, we find that they come back to us year after year.

## Dedicated Account Manager

The Devine Group provides clients with a dedicated Account Manager, a single person acting as point of contact to ensure communication, accountability and a profitable relationship. This is important because even though our system is very much a stand-alone, self-administering application, there will be times when our clients may have a question or a need and the solution is only a phone call away. Your Account Manager will also help with:

- Expanding the solution beyond the functionality introduced during implementation process.
- Implementing best practices, advising on business process improvement and encouraging user adoption.

## Comprehensive Training

We offer both in-person, classroom-based training on the basics of using our behavioral assessment tools and Web-based special topic sessions.

## Feedback Experts

We have highly trained "feedback experts" on staff. These resources can be leveraged on engagements where expert interpretation is desired in addition to the standard reports.

- **Verbal Feedback to Hiring Managers** is supplied by specialists certified in Devine Inventory interpretation. These sessions are delivered either over the telephone or in person and typically last 15 to 20 minutes. They are designed to walk the Hiring Manager through a candidate's CoreSelect™ results, to answer any questions, to explore meanings of behavioral inter-relations and to offer concise evaluation of risk areas and recommendations on development areas.
- **Verbal Feedback to Individuals** is supplied by specialists certified in Devine Inventory interpretation. These sessions are delivered either over the telephone or in person and typically last 25 to 30 minutes. They are designed to walk the individual through his or her CoreDevelop™ results, to answer any questions, to explore meanings of behavioral inter-relations and to offer concise recommendations on development areas.
- **Verbal Feedback to Managers** is supplied by specialists certified in Devine Inventory interpretation. These sessions are delivered either over the telephone or in person and typically last 20 to 25 minutes. They are designed to walk the Manager through the CoreCoach™ Report in order to answer any questions about the subordinate's results or the coaching tips and guidelines.

## Success Profile Development

We offer success profile development services. For low-volume jobs, we can leverage our historical database in your industry and general job families to develop an effective model for success. For higher-volume jobs, we perform full validation processes that maximize the business improvement opportunity.

For a low-volume job where insufficient comparative data is available, our success profile consultation consists of a detailed review of job descriptions and duties, tempered with behavioral input driven by company strategic objectives and direction. This allows the individual Devine Inventory Results to be compared and charted against the behavioral requirements specific to that individual job within the desired corporate culture.

## Development

Perhaps you've hired the perfect candidate for a position in your company. She's a self-motivated team player who is ambitious and eager to learn from her experience with your organization. Or, maybe a promising individual isn't performing as expected and you need to understand what is wrong. In either situation, CoreDevelop can instantly tell you how to enhance your employee's strengths and how best to improve his or her weaknesses. This in-depth report uses The Devine Inventory® behavioral assessment to determine which areas should be focused on to improve an individual's performance in a specific position. Once you select and hire an employee, CoreDevelop will aid you in growing and retaining her.



CoreDevelop is a useful tool for hiring managers who want to ensure their employees continue to adapt and grow within their positions. The report format is flexible enough that it can be utilized for CEOs as well as for entry-level workers. The differences lie in the behavioral requirements for each position. CoreDevelop instantly compares the job requirements to the findings generated from the Inventory taken by each employee.

## How CoreDevelop Works

By using the comparisons, this comprehensive report supplies narratives that highlight 1) well-developed strengths, 2) satisfactory strengths and 3) areas that need development. CoreDevelop also generates charts for at-a-glance determination of an employee's suitability for specific jobs. Personalized growth tips aid hiring managers with future training and performance improvement plans. An individual can then work with the hiring manager, knowing her strengths are recognized, appreciated and needed. The employee becomes a top performer who wants to grow with you and your company and be as productive as possible by improving upon her weaknesses and utilizing her strengths.

A report generated by The Devine Inventory online assessment, CoreDevelop helps ensure that employees hired for specific roles continually improve and grow within those roles. This is accomplished by comparing their behavioral tendencies and competencies with those of your organization's top performers. The

Inventory is secure, fully functional, customizable, user-intuitive and completely Web-enabled, allowing an employee or job candidate to take the Inventory any time from any location with Internet access.

## Coaching

Imagine the following scenario: One of your best employees, a customer service representative, is friendly, thorough and dependable. His weaknesses are that he talks too long and shows more emotion than necessary over the telephone. With the right coaching, he has the potential to be your most productive performer and, as his manager, you want to make sure you are properly coaching him to obtain optimum productivity. CoreCoach™ will ensure that you know how best to approach and coach this individual.



CoreCoach highlights and explains an employee's strengths and weaknesses—from the manager's perspective. The report includes synopses of how to help an employee in each area needing improvement—from assertiveness to vitality. The role of the coach is also clearly defined as it relates to each situation. In short, CoreCoach empowers managers to treat every employee as a unique individual.

## How CoreCoach Works

CoreCoach provides narratives that compare an employee's behaviors with the defined behaviors for that position. The data is then put into a graph outlining the employee's strengths, satisfactory skills and opportunities for improvement.

Further, CoreCoach rates the level of importance of each improvement area (based on the behaviors of top performers in that specific job) and suggests the most appropriate techniques for coaching the individual to success. Finally, an employee Growth and Development Plan can be completed. It clearly states why the employee is appreciated and where improvements can be made. The plan can be referenced annually to gain perspective and evaluate changes.

A report generated by The Devine Inventory online assessment, CoreCoach helps ensure that employees hired for specific roles continually improve and grow. This is achieved by comparing their behavioral tendencies with the behavioral tendencies of your organization's top performers. The Inventory is secure, fully functional, customizable, user-intuitive and completely Web-enabled, allowing an employee or job candidate to take the Inventory any time from any location with Internet access.

## Team Assessment

Many companies invest years of effort to create cross-functional teams to help run their businesses. One key element to team success is the alignment of team capabilities with work requirements. How well is the

team leader leading the team? Are team members holding up their commitments to the team or simply looking after their own needs? Are personality conflicts creating barriers to success? When team dynamics is identified as an inhibitor to performance, The Devine Inventory® CoreTeam report takes a thorough look at team leadership as well as individual team members, and recommends immediate solutions.



CoreTeam helps organizations clarify the strengths and weaknesses of a team, explains how the team members and their leader interact, and analyzes whether those interactions are enhancing performance or if they require modification. For example, CoreTeam might find that one employee is a great individual performer, but not a productive team player, and should be redeployed to a position more suited to his or her strengths.

### **How CoreTeam Works**

CoreTeam presents group results and individual results side by side. A detailed report indicates the impact of individuals upon the group, and highlights both group and individual strengths and development needs. Data suggests which individuals enhance team performance or act as a barrier to it. The report also reveals gaps, such as a team leader trying to complete tasks alone rather than delegating, a team leader who doesn't coach others well, or conflicting work styles causing tension within a team. Insights gained from CoreTeam data can directly impact team development and productivity.

A report generated by The Devine Inventory online assessment, CoreTeam helps you predict who will be successful in specific team roles by comparing the behavioral tendencies of existing employees and job applicants with the behavioral tendencies of an organization's top performers. The Inventory is secure, fully functional, customizable, user-intuitive and completely Web-enabled, allowing an employee or job candidate to take the Inventory any time from any location with Internet access.

## Culture Assessment

It can be difficult to accurately describe the culture of your organization, division or department. What are the overall strengths? What areas need improvement? The Devine Group can precisely define your culture utilizing The Devine Inventory® assessment and the CoreCulture report. CoreCulture is the report for executive managers who wish to know their staff's overall strengths and weaknesses.

### How CoreCulture™ Works

The program analyzes a company's culture by aggregating over 500 data points for each individual and converting all assessment findings into a series of graphs that explain each behavior as a percentile relating to the entire staff. (The underlying individual scores are anonymous.) For example, each category, such as Problem Solving, receives a numeric score from 1 to 99. Specific behaviors within that category, such as negotiating, conflict management and emotional composure, are each scored and are identified by color as being a strength, neutral behavior or weakness.



A CoreCulture report can be comprised of The Devine Inventory assessments of your department, division or the entire company. Once all assessments are taken, CoreCulture combines the results of each staff member to create an anonymous percentile for each behavior identified by you as “desirable.” If you are seeking a loyal, creative team of customer service representatives who think above the norm and respond well to industry changes, CoreCulture, in this macro snapshot, tells you instantly if you have that team or not. Possessing such specific knowledge of your team will enlighten and empower you, making you a stronger leader and your employees more productive.

A report generated by The Devine Inventory online assessment, CoreCulture helps you accurately identify if your existing culture will effectively support your organization's productivity goals by comparing the behavioral tendencies of existing employees and job applicants with those of an organization's top performers. The Inventory is secure, fully functional, customizable, user-intuitive and completely Web-enabled, allowing an employee or job candidate to take the Inventory any time from any location with Internet access.

# Professional Services Labor Descriptions

## Job Title: Practice Leader / Team Leader

### SUMMARY

This position leads the Client Services division and staff, and provides executive-level consulting services on all phases of The Devine Inventory System™ and all related organization development services, from introducing a prospect to The Inventory™ to project management and client account relationships. The position requires superior expertise of industry trends and executive-level consulting experience.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Provides leadership to the Client Services consulting staff, which includes directing their account services activities, conducting staff meetings, resource planning, performance management, recruiting, training and developing consultants and administrative staff.
- Using project management expertise, this individual plans, forecasts, manages and executes projects individually and through the consultant staff to ensure client satisfaction.
- Personally focuses on large scale, enterprise-wide execution of Fortune 200-level clients, including meeting with C-level executives to ensure high quality delivery of solutions that meet clients' strategic business objectives.
- Accurately scopes out future projects and manages the development of proposals of services/contracts to prospective clients, including itemization of all services to be rendered.
- Develops and delivers presentations to prospective clients, demonstrating exceptional platform skills with all levels of leaders, from C-level executives to HR staff.
- Analyzes, interprets and develops summaries of all Devine assessment products and projects, including individual, team, culture and relational database applications.
- Leads Devine's Product Development team. Consults with Devine's analytics and product development specialists to ensure the development of new solution-driven products and services.
- Studies current and new Devine Inventory™ interpretation manuals to develop high-level proficiency in all areas of training, interpretation and applications of the system.
- Assists in managing, developing and providing certification training at all levels to new clients and partners.
- Manages the development of new curriculum and training materials.
- Builds Devine's competitive intelligence through professional associations, network relationships, interviews and other sources.

### JOB COMPETENCIES

- Leadership - Exhibits confidence in self and others; effectively influences actions and opinions of others; accepts feedback from others.
- Ethics - Treats people with respect; keeps commitments, inspires the trust of others, works ethically and with integrity, and upholds organizational values.
- Business Acumen – Highly proficient level of business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Planning/Organizing – Manages the prioritization of work plans. Plans for additional resources; sets goals and objectives; develops realistic action plans for staff.
- Project Management – Manages the development of project plans with clients; coordinates projects, communicates changes and progress, and completes projects on time and on budget. Manages project team activities.
- Interpersonal Skills – Has excellent negotiating skills and can easily deal with conflict. Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Cost-Consciousness - Works within approved budget; develops and implements cost-saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences.
- Organizational Support – Supports the strategies and goals of the company. Provides suggestions for continual improvements to execution of deliverables.
- Judgment - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; makes timely decisions.
- Professionalism – Demonstrates an executive presence in all interactions. Reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Monitors staff's work to ensure quality. Excellent follow-up and follow-through on all client or project needs.
- Initiative – Takes independent actions and calculated risks in making decisions; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; translates concepts and information into practical plans. Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

### **EDUCATION AND/OR EXPERIENCE**

Master's (M.A., MBA) or Ph.D. degree in psychology, organizational psychology, human resources or equivalent. Minimum of 15 years related leadership, organization development, assessment experience or equivalent combination of education and experience. Seven or more years experience with behavioral assessment systems is required. Extensive experience with The Devine Inventory is preferred.

## **Job Title: Sr. Consultant / Executive Coach**

### **SUMMARY**

Provides client consulting services on all phases of The Devine Inventory system, from introducing a prospect to The Inventory to managing the client account relationship by performing the following duties:

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provides expertise and support to the President, VP of Client Services and other Devine consultants by directing, managing and conducting account service activities, as assigned.
- With the support of other office staff, individually ensures the fulfillment of all service needs with current and prospective clients.
- Using project management expertise, plans, forecasts and executes projects, start to finish. Collaborates with internal and external resources to execute these services according to contractual agreement.
- Accurately scopes out future projects and develops written proposals of services/contracts to prospective clients, including itemization of all services to be rendered and pricing by units and/or flat rates.
- Develops and delivers "selling presentations" to prospective clients, demonstrating exceptional platform skills with all levels of leaders, from C-level executives to HR staff.
- Administers, interprets and develops summaries of all Devine assessment products and projects, including individual, group, culture and relational database applications, etc. Develops and delivers presentations to clients on these analyses.
- Studies current and new Devine Inventory interpretation manuals to develop high-level proficiency in all areas of interpretation and applications of the system. Has hands-on expertise in the administration of The Devine Inventory™ system (e.g., PIN generation, searches, report generation, etc.).
- Contributes to the company's growth strategy by providing innovative ideas on upwelling current clients and integrating multi-level applications across the client's enterprise.
- Partners with the President and other consultants by taking initiative to handle significant phases of a project's life cycle. Provides (sometimes with minimal notice) back-up service to the President's clients in his absence, with key accounts.
- Provides, along with Devine colleagues, certification training at all levels to new clients and partners.
- Assists in the development and writing of new training and marketing materials, or the revision of existing written collateral/PR materials.
- Collects, organizes and analyzes information about organizations through network relationships, interviews and professional sources to appraise their interest in and need for behavioral/competency assessments and other Devine services.
- Along with the VP of Sales, reviews market analyses to determine customer needs, volume potential, pricing schedules and other initiatives to meet/exceed the revenue goals of the company.
- Represents the company at trade association meetings, conferences, etc. to promote product lines.

### **JOB COMPETENCIES**

- Project Management - Develops project plans with clients, coordinates projects, communicates changes and progress, and completes projects on time and on budget. Manages project team activities.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Analytical - Synthesizes diverse information; collects and researches data; uses intuition and experience to complement data.
- Client Services - Manages difficult client situations; responds promptly to client needs; solicits client feedback to improve service; responds to requests for service and assistance; meets commitments.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Interpersonal Skills - Focuses on solving conflicts, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; is open to others' ideas and tries new things.
- Written Communications - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs and is able to read and interpret written information. Presents numerical data effectively.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; is able to build morale and group commitments to goals and objectives.
- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost-Consciousness - Works within approved budget; develops and implements cost-saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Adaptability - Adapts to changes in work environment; manages competing demands; changes approach or method to best fit the situation; deals with frequent change, delays or unexpected events.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; translates concepts and information into practical plans. Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative ideas; presents ideas and information in a manner that gets others' attention.

## **EDUCATION AND/OR EXPERIENCE**

Bachelors or Master's (M.A.) degree in psychology, organizational psychology, human resources or equivalent. Eight to 10 years related organization development, behavioral assessment experience and/or training, or equivalent combination of education and experience. Experience with behavioral assessment systems is required. Some experience with The Devine Inventory is preferred.

## **Job Title: Consultant**

### **SUMMARY**

Provides client services on specific phases of The Devine Inventory system, from introducing a prospect to The Inventory™ to delivering products and services to enhance the client account relationship. Performs the following duties:

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provides expertise and support to the President, Practice Leader of Client Services, Sr. Consultant and other Devine staff by conducting account service activities, as assigned.
- With the support of other office staff, ensures the fulfillment of many service needs with current and prospective clients.
- Using project management guidance from the Sr. Consultant, executes projects to ensure deliverables are met. Collaborates with internal and external resources to execute these services according to contractual agreement.
- Assists in the development of written proposals of services/contracts to prospective clients.
- Administers, interprets and develops summaries of all Devine assessment products and projects, including individual, group, culture, relational database applications, etc. Develops and delivers presentations to small- or mid-sized clients on these analyses.
- Studies current and new Devine Inventory interpretation manuals to develop working proficiency in areas of interpretation and applications of the system. Has experience in the administration of The Devine Inventory™ system (e.g., PIN generation, searches, report generation, etc.).
- Provides, along with Devine colleagues, certification training at all levels to new clients and partners.
- Collects, organizes and analyzes information about organizations through network relationships, interviews and professional sources to appraise their interest in and need for behavioral/competency assessments and other Devine services.

### **JOB COMPETENCIES**

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Client Services - Manages client situations; responds promptly to client needs; solicits client feedback to improve service; responds to requests for service and assistance; meets commitments.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Interpersonal Skills - Focuses on solving conflicts, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Written Communications - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs and is able to read and interpret written information. Presents numerical data effectively.

- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; is able to build morale and group commitments to goals and objectives.
- Cost-Consciousness - Works within approved budget; develops and implements cost-saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process and makes timely decisions.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; is able to deal with frequent change, delays or unexpected events.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

### **EDUCATION AND/OR EXPERIENCE**

Bachelors or Master's (M.A.) degree in psychology, organizational psychology, human resources or equivalent. Four to seven years related organization development, behavioral assessment experience and/or training, or equivalent combination of education and experience. Experience with behavioral assessment systems is preferred.

## **Job Title: Associate Consultant**

### **SUMMARY**

Provides professional-level support to the client services division on specific duties relating to The Devine Inventory™ system. Performs the following duties:

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provides support to the Sr. Consultants, Consultants and other Devine staff by conducting account service activities, as assigned.
- With the support of other office administrative staff, ensures the fulfillment of many service needs with current clients, such as maintaining client relations, providing feedbacks to employees, setting up new templates, etc.
- Under guidance and delegation of work from Consultants, executes projects to ensure deliverables are met. Collaborates with internal and external resources to execute these services according to contractual agreement.
- May review written draft proposals of services/contracts to ensure accuracy and quality standards.
- Administers all Devine assessment products and projects for individuals within client organizations. Works with client supervisory levels in implementing and understanding the Inventory and how it is used to build organizational and individual performance improvements.
- Has experience in the administration of The Devine Inventory™ system (e.g., PIN generation, searches, report generation, etc.).
- Assists in the delivery of specific sections of certification training to new clients and partners.

### **JOB COMPETENCIES**

- Problem Solving - Identifies and seeks assistance for resolving problems in a timely manner; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Client Services – Supports staff in managing client situations; responds promptly to client needs; solicits client feedback to improve service; responds to requests for service and assistance; meets commitments.
- Planning/Organizing - Uses time efficiently; sets goals and objectives; develops realistic action plans.
- Interpersonal Skills - Focuses on solving conflicts, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Written Communications - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; is able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; is able to build morale and group commitments to goals and objectives.
- Diversity - Shows respect and sensitivity for cultural differences.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.

- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Exhibits sound and accurate judgment; supports and explains reasons for recommendations to Sr. Consultants and Practice Leaders.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; is able to deal with frequent change, delays or unexpected events.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.

### **EDUCATION AND/OR EXPERIENCE**

Associate or Bachelors degree in education, psychology, business, human resources or equivalent. One to three years related training, development, behavioral assessment experience, or equivalent combination of education and experience. Experience with administrative support of an online assessment tool is desirable.

## GSA Pricing

<b>Services Consulting</b>		<b>GSA Rate</b>
Consulting Associate		\$118.39
Consultant		\$189.42
Executive Coach / Sr. Consultant		\$236.77
Practice Leader / Team Leader		\$355.16

<b>Verbal Feedback - Consulting</b>		
	Executive Level Feedback	All Other Feedback
	<b>GSA Rate</b>	<b>GSA Rate</b>
Sr. Consultant	\$260.96	\$189.42
Consultant		\$142.06

<b>Individual report: CoreSelect™, CoreDevelop™, CoreCoach™</b>		
<b>From:</b>	<b>To:</b>	<b>GSA Unit Price</b>
1	75	\$139.80
76	150	\$130.48
151	250	\$116.50
251	400	\$102.52
401	650	\$88.54
651	1,000	\$68.03
1,001	1,500	\$51.26
1,501	2,500	\$37.28
2,501	5,000	\$29.82
5,001	10,000	\$24.23
10,001	20,000	\$19.57
20,001	30,000	\$15.84
30,001	50,000	\$13.05
50,001	100,000	\$11.18
100,001	150,000	\$9.79
150,001	200,000	\$8.62
200,001	250,000	\$8.15
More than	250,000	\$7.46

<b>Individual report:</b>		<b>CoreCheck™</b>	
From:	To:	<b>GSA Unit Price</b>	
1	75	\$69.90	
76	150	\$65.24	
151	250	\$58.25	
251	400	\$51.26	
401	650	\$44.27	
651	1,000	\$34.02	
1,001	1,500	\$25.63	
1,501	2,500	\$18.64	
2,501	5,000	\$14.91	
5,001	10,000	\$12.12	
10,001	20,000	\$9.79	
20,001	30,000	\$7.92	
30,001	50,000	\$6.52	
50,001	100,000	\$5.59	
100,001	150,000	\$4.89	
150,001	200,000	\$4.32	
200,001	250,000	\$4.08	
More than	250,000	\$3.73	

<b>Individual report:</b>		<b>CoreTeam™</b>	
From:	To:	<b>GSA Unit Price</b>	
1	1	\$698.99	
2	5	\$605.79	
6	10	\$582.49	
11	14	\$559.19	
More than	15	\$535.89	
There may be costs for client service time proposed and billed separately if client requests an in-person presentation or a more in-depth write-up of internal team dynamics.			
<b>Individual report:</b>		<b>CoreCulture™</b>	
From:	To:	<b>GSA Unit Price</b>	
1	1	\$1,397.98	
2	5	\$1,164.98	
6	10	\$1,025.18	
More than	10	\$931.98	
There may be costs for client service time proposed and billed separately if client requests an in-person presentation or a more in-depth write-up of internal team dynamics.			