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

Schedule for - 00CORP – Professional Services Schedule
Federal Supply Group: CORP    Class: R499, U006 & 6910

Contract Number: GS-02F-032CA

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contract Period: - March 24, 2015 through March 23, 2020
Price list valid through modification # PO-0018 dated May 21, 2019

Contractor: MATRIX TRAINING AND CONSULTING, INC.
DBA LEGACY BUSINESS CULTURES
220 West St.
Annapolis, MD 21401-3424

Business Size: Small Business

Telephone: 202-558-6511
FAX Number: 216-674-8204
Web Site: http://www.legacycultures.com
E-mail: pmeshanko@legacycultures.com
Contract Administration: Paul B Meshanko, President
### CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>874-1</td>
<td>874-1RC</td>
<td>Integrated Consulting Services</td>
</tr>
<tr>
<td>874-4</td>
<td>874-4RC</td>
<td>Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration</td>
</tr>
<tr>
<td>00CORP 500</td>
<td>00CORP 500/RC</td>
<td>Order Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>Lowest Priced Item</th>
<th>NET GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>874-1</td>
<td>874-1RC</td>
<td>Add Participants to Base/250 Survey (20,001+ participants/ Per Participant)</td>
<td>6.25</td>
</tr>
<tr>
<td>874-4</td>
<td>874-4RC</td>
<td>2 Day (8 Hour/ Per Participant)</td>
<td>230.30</td>
</tr>
<tr>
<td>874-9</td>
<td>874-9RC</td>
<td>Respect or Attitude Lapel Pins</td>
<td>2.82</td>
</tr>
</tbody>
</table>

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services: Service and Course Descriptions begin on page 7

2. **Maximum Order:** $1,000,000.00

3. **Minimum Order:** $100.00

4. **Geographic Coverage (delivery Area):** Domestic only
5. **Point(s) of production (city, county, and state or foreign country):** Same as Contractor Address

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).

7. **Volume discounts:** Additional Discount Off GSA Price w/ IFF: For single orders $200,000.00 - $250,000.00 an additional 1%; For single orders $250,000.01 - $500,000.00 an additional 2%; and for single orders $500,000.01 + an additional 3%.

8. **Prompt payment terms:** NET 30 days.

9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes

10. **Foreign items (list items by country of origin):** None

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

11b. **Expedited Delivery. Items available for expedited delivery are noted in this price list:** Contact Contractor

11c. **Overnight and 2-day delivery:** Contact Contractor

11d. **Urgent Requirements.** In accordance with I-FSS-140-B URGENT REQUIREMENTS (JAN 1994) - 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. Contact Contractor

12. **F.O.B Points(s):**
   - SINs 874-1 and 874-4: Destination
   - SIN 874-9: Origin – Shipping Prepaid and Added To Invoice

13a. **Ordering Address(es):** Same as Contractor Address

13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. **Payment address(es):** 220 West St., Annapolis, MD 21401-3424

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):** 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

20a. **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

24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A

24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at:** www.Section508.gov/

25. **Data Universal Numbering System (DUNS) number:** 127713571

26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registration in the System for Award Management (SAM) is current and valid.

27. **Final Pricing:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Services</th>
<th>UOI</th>
<th>NET GSA Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>874 1</td>
<td>Leadership Keynote Speaker [SME] - Non-Local Half Day</td>
<td>Half Day 4 Hour</td>
<td>4,798.99</td>
</tr>
<tr>
<td>874 4</td>
<td>Certified Master Facilitator Half Day</td>
<td>Half Day 4 Hour</td>
<td>2,816.12</td>
</tr>
<tr>
<td>874 4</td>
<td>Certified Master Facilitator Full Day</td>
<td>Day 8 Hour</td>
<td>3,781.36</td>
</tr>
<tr>
<td>874 4</td>
<td>Certified Facilitator Half Day</td>
<td>Half Day 4 Hour</td>
<td>1,927.46</td>
</tr>
<tr>
<td>874 4</td>
<td>Certified Facilitator Full Day</td>
<td>Day 8 Hour</td>
<td>2,816.12</td>
</tr>
<tr>
<td>SIN</td>
<td>Courses</td>
<td>UOI</td>
<td>NET GSA Hourly Rate</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------------</td>
<td>-------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>874 1</td>
<td>Executive Coaching/Consulting Services - Per Hour</td>
<td>Per Hour</td>
<td>439.80</td>
</tr>
<tr>
<td>875 1</td>
<td>Coaching/Consulting Services Per Hour</td>
<td>Per Hour</td>
<td>305.42</td>
</tr>
<tr>
<td>874 1</td>
<td>Base Group Survey (minimum 250 participants in the base group)</td>
<td>Each</td>
<td>3,909.32</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (251-1,000 participants Per Participant)</td>
<td>Per Participant</td>
<td>12.51</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (1,001-2,500 participants Per Participant)</td>
<td>Per Participant</td>
<td>9.38</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (2,501-5,000 participants Per Participant)</td>
<td>Per Participant</td>
<td>8.60</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (5,001-10,000 participants Per Participant)</td>
<td>Per Participant</td>
<td>7.82</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (10,001-20,000 participants Per Participant)</td>
<td>Per Participant</td>
<td>7.04</td>
</tr>
<tr>
<td>874 1</td>
<td>Add Participants to Base/250 Survey (20,001+ participants Per Participant)</td>
<td>Per Participant</td>
<td>6.25</td>
</tr>
<tr>
<td>874 1</td>
<td>Leadership 360 Assessments</td>
<td>Each</td>
<td>342.07</td>
</tr>
<tr>
<td>874 4</td>
<td>Elearning 1-250 Participants Per Participant Rate</td>
<td>Per Participant</td>
<td>24.43</td>
</tr>
<tr>
<td>SIN</td>
<td>Courses</td>
<td>UOI</td>
<td>NET GSA Hourly Rate</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------</td>
<td>-------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>874 4</td>
<td>CWR - PUBLIC WORKSHOP [8HR] - WASHINGTON DC FACILITY</td>
<td>1 Day (8 Hour) - Per Participant</td>
<td>275.21</td>
</tr>
<tr>
<td>874 4</td>
<td>IHE - PUBLIC WORKSHOP [16HR] - ALL LOCATIONS</td>
<td>3 Day (8 Hour) - Per Participant</td>
<td>511.93</td>
</tr>
<tr>
<td>SIN</td>
<td>Support Products</td>
<td>UOI</td>
<td>NET GSA Hourly Rate</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------</td>
<td>-------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>874 9</td>
<td>Participant Materials HALF-DAY (Connecting With Respect; Blindsided; Fundamental Business Communication Skills). Includes: Participant guide, lapel pin, highlighter pen.</td>
<td>Set</td>
<td>52.02</td>
</tr>
<tr>
<td>874 9</td>
<td>Participant Materials FULL-DAY (Connecting With Respect; Blindsided; Leadership Training; Fundamental Business Communication Skills). Includes: Participant guide, lapel pin, highlighter pen, 12 Rules of Respect card, myLegacy app and other support tools (as applicable).</td>
<td>Set</td>
<td>105.92</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Quantity</td>
<td>Unit Price</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>874 9</td>
<td>Connecting with Respect Participant Materials - 2 HOUR saddlestitched booklet, lapel pin, and pen. This packet is ONLY offered as a supplement to graduates of our Train The Trainer Programs.</td>
<td>Set 1</td>
<td>17.88</td>
</tr>
<tr>
<td>874 9</td>
<td>Increasing Human Effectiveness® Participant Materials ONE DAY. Includes: participant guide, lapel pin, pen, affirmative reminder wallet, 28-pack quote cards</td>
<td>Set 1</td>
<td>154.78</td>
</tr>
<tr>
<td>874 9</td>
<td>Participant Materials TWO-DAY (Increasing Human Effectiveness; Leadership Training). Includes: Participant guide, lapel highlighter pin, pen, myLegacy app, quote card deck, other support items (if relevant) and zippered carry case.</td>
<td>Set 1</td>
<td>182.90</td>
</tr>
<tr>
<td>874 9</td>
<td>Train The Trainer Participant Materials for Connecting with Respect® Course. Includes: Master TTT binder, participant guide / workbook, lapel pin, pen, affirmative reminder / goal setting wallet</td>
<td>Set 1</td>
<td>285.29</td>
</tr>
<tr>
<td>874 9</td>
<td>Train The Trainer Participant Materials for Increasing Human Effectiveness (TM) Course. Includes: Master TTT binder/portfolio, participant guide / workbook, lapel pin, pen, affirmative reminder / goal setting wallet, 3 disc DVD training set, 3 disc audio CD set</td>
<td>Set 1</td>
<td>679.24</td>
</tr>
<tr>
<td>874 9</td>
<td>IHE DVD Set</td>
<td>Set 1</td>
<td>285.29</td>
</tr>
<tr>
<td>874 9</td>
<td>IHE Audio CD Set</td>
<td>Set 1</td>
<td>38.74</td>
</tr>
<tr>
<td>874 9</td>
<td>Keynote Cards</td>
<td>Set 1</td>
<td>5.75</td>
</tr>
<tr>
<td>874 9</td>
<td>Respect or Attitude Lapel Pins</td>
<td>Each</td>
<td>2.82</td>
</tr>
<tr>
<td>874 9</td>
<td>The Respect Effect Book</td>
<td>Each</td>
<td>14.36</td>
</tr>
</tbody>
</table>

**Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract as it applies to the entire MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Service Descriptions…

Keynote Speaker (SME)

SIN: 874-4
Minimum Years Experience: 10
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor's Degree 10 years of directly related business/industry experience including consulting, facilitating, training roles in successful organization and/or business improvement initiatives. Personnel in this category are likely to be a Published Author.

Functional Responsibilities: Principal/Expert speakers are experienced business managers and current (or former) executives who bring a wealth of real world, practical knowledge to any audience. Our speakers are highly sought-after presenters and facilitators who have keynoted major professional conferences around the world.

Certified Master Facilitator

SIN: 874-4
Minimum Years Experience: 5
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 5 years of directly related business/industry experience including consulting, facilitating, training roles in successful organization and/or business improvement initiatives.

Functional Responsibilities: Instructor led training in support of professional services including, but not limited to, planning, creating and executing custom course curriculum. Master facilitators have over 5 years experience in instructor led, classroom or conference style training courses. Master facilitators generally present to a senior management audience.

Certified Facilitator

SIN: 874-4
Minimum Years Experience: 2
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 2 years of directly related business/industry experience including
consulting, facilitating, training roles in successful organization and / or business improvement initiatives.

Functional Responsibilities: Instructor led training in support of professional services including, but not limited to, planning, creating and executing custom course curriculum.

Executive Coaching / Consulting Services

SIN: 874-4
Minimum Years Experience: 10
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 10 years of directly related business / industry experience including consulting, facilitating, training roles in successful organization and / or business improvement initiatives. Coaches hold certification from ICF or other accredited coach-training program

Functional Responsibilities: Provides expert advice and assistance in support of the agencies mission-oriented business functions, including strategic consulting, management consulting, survey and evaluation services, and general advisory services.

Coaching / Consulting Services

SIN: 874-4
Minimum Years Experience: 5
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 5 years of directly related business / industry experience including consulting, facilitating, training roles in successful organization and / or business improvement initiatives. Coaches hold certification from ICF or other accredited coach-training program

Functional Responsibilities: Provides expert advice and assistance in support of the agencies mission-oriented business functions, including strategic consulting, management consulting, survey and evaluation services, and general advisory services.

Survey Work

SIN: 874-1
Minimum Years Experience: 5
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 5 years organizational / business improvement / training / assessment experience.
Functional Responsibilities: Survey work shall provide guidance in support of the agencies mission-oriented business functions, including cultural awareness, employee engagement, data analysis, action planning and reporting to appropriate stakeholders.

Leadership 360 Assessments

SIN: 874-1
Minimum Years Experience: 5
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 5 years organizational / business improvement / training / assessment experience.
Functional Responsibilities: Assessment shall provide guidance in support of the agencies mission-oriented business functions, including self and peer evaluation, data analysis, action planning and reporting to appropriate stakeholders.

eLearning

SIN: 874-4
Minimum Years Experience: 5
Minimum Education Level: Bachelor’s Degree
Minimum Education/Experience: Bachelor’s degree and 5 years organizational / business improvement / training / assessment experience.
Functional Responsibilities: Web based training in support of professional services including, but not limited to, planning, creating and executing custom course curriculum.

Course Descriptions…

All Legacy courses are offered to include the option for customization / branding, per customer request, at no additional charge.

Course prices are formulated as follows (see pricing pages):

The customer chooses either the rate for Certified Master Facilitator or Certified Facilitator delivery, and the course duration as applicable, then adds the Per Participant Support Materials prices.
CWR = Connecting with Respect® training curriculum HALF DAY version (4HR)

SIN : 874-4  
Minimum Participants: 15  
Maximum Participants: 35  
Course Length: 4 Hours  
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course Description: Half Day (4 Hour) Course - Through carefully researched and validated exercises, this brain-based curriculum takes your leaders and associates along a comprehensive learning path that expands their awareness, develops their emotional intelligence, and offers critical insights on human thought and behavior norms. This half-day version of Connecting with Respect® offers the most customization options within the curriculum series. In addition to the two-hour module “foundation” elements, we will incorporate additional content that supports the organizations unique goals and values. Choices include: Attitudes and Behaviors, Developing Healthy Self and Group Esteem, Values and Integrity, The Language of Change or Mapping our Path Forward. Learning Objectives: Helps participants recognize what respect should look (and feel) like within their workplace; Identifies how the brain reacts to disrespectful behaviors while damaging morale and productivity; Explains the impact that stereotypes have on our actions and decisions; Explores the role that attitudes play in promoting respectful workplaces; Identifies behaviors that support both personal and organizational values. Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

CWR = Connecting with Respect® training curriculum FULL DAY (8HR)

SIN : 874-4  
Minimum Participants: 15  
Maximum Participants: 35  
Course Length: 8 Hours  
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course Description: 1 Day (8 Hour) Course - Legacy Business Cultures’ full-day Connecting with Respect® process guides participants to a new understanding of what respect looks like, feels like, and how it differs from tolerance. Through carefully researched and validated exercises, this brain-based curriculum takes your leaders and associates along a comprehensive learning path that expands their awareness, develops their emotional intelligence, and offers critical insights on human thought and behavior norms, and helps them develop an easy-to-apply set of tools proven to increase their capacity for more consistently respectful behaviors. Learning Objectives: Helps participants recognize what respect should look (and feel) like within their workplace; Identifies how the brain reacts to disrespectful
behaviors while damaging morale and productivity; Explains the impact that stereotypes have on our actions and decisions; Explores the role that attitudes play in promoting respectful workplaces; Identifies behaviors that support both personal and organizational values; Teaches specific tools for changing disrespectful behavior patterns; Links our capacity for respecting others to our respect of self. Provides framework for helping participants design and collaborate in the creation of a respectful workplace plan of action. Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

IHE = Increasing Human Effectiveness training curriculum ONE DAY (8HR)

SIN: 874-4
Minimum Participants: 15
Maximum Participants: 35
Course Length: 8 Hours
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course Description: 1 Day (8 Hour) Course [10 unit] - CAPITALIZING ON YOUR GREATEST ORGANIZATIONAL ASSET. While most organizations help people become better employees. Effective organizations now know the key is to help leaders, managers and employees to become better people. Increasing Human Effectiveness (IHE) is the result of over 40 years of research and field experience and empowers people with the personal development tools to break through their own self-imposed limitations. Supported by the most current research from neuroscience and resilience psychology, IHE lays the foundation for self-management and personal accountability and teaches people how to empower themselves and reach new heights of effectiveness in every area of life. TAKE THE NON-TRADITIONAL PATH. The IHE process provides a non-traditional approach to performance management. Instead of forcing change upon people (through initiatives, programs, systems, etc.), IHE engages them in a process of organizational evolution. The process empowers them to become active participants and partners by providing a holistic approach that focuses on the whole person. This results both in more confident employees and significant, measurable performance improvement for the organization. PARTICIPANTS WILL: Develop a framework for accepting new ideas, embracing accelerated change more readily and creating a climate for higher performance; Identify self-imposed limits, limitations and blind spots; Learn to use the power of language and self-talk to displace non-productive attitudes, habits and beliefs; Enhance capacity for greater personal responsibility by developing healthier levels of self-image and self-esteem; “Coach” themselves and become more self-motivated; Overcome fear of failure (and fear of success) and become more confident. Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

IHE = Increasing Human Effectiveness® training curriculum TWO DAYS (16HR)
SIN:  874-4
Minimum Participants:  15
Maximum Participants:  35
Course Length:  2 Days (16 Hours)
Support Materials Included In Price:  None – please refer to Support Materials Pricing

Course Description:  2 Days (8 Hours each Day) Course [12 unit] - CAPITALIZING ON YOUR GREATEST ORGANIZATIONAL ASSET. While most organizations help people become better employees. Effective organizations now know the key is to help leaders, managers and employees to become better people. Increasing Human Effectiveness (IHE) is the result of over 40 years of research and field experience and empowers people with the personal development tools to break through their own self-imposed limitations. Supported by the most current research from neuroscience and resilience psychology, IHE lays the foundation for self-management and personal accountability and teaches people how to empower themselves and reach new heights of effectiveness in every area of life. TAKE THE NON-TRADITIONAL PATH. The IHE process provides a non-traditional approach to performance management. Instead of forcing change upon people (through initiatives, programs, systems, etc.), IHE engages them in a process of organizational evolution. The process empowers them to become active participants and partners by providing a holistic approach that focuses on the whole person. This results both in more confident employees and significant, measurable performance improvement for the organization. PARTICIPANTS WILL:
- Develop a framework for accepting new ideas, embracing accelerated change more readily and creating a climate for higher performance;
- Identify self-imposed limits, limitations and blind spots;
- Learn to use the power of language and self-talk to displace non-productive attitudes, habits and beliefs;
- Enhance capacity for greater personal responsibility by developing healthier levels of self-image and self-esteem;
- “Coach” themselves and become more self-motivated;
- Overcome fear of failure (and fear of success) and become more confident. Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

Train The Trainer CWR - TWO DAYS (16HR)

SIN:  874-4
Minimum Participants:  10
Maximum Participants:  20
Course Length:  2 Days (16 Hours)
Support Materials Included In Price:  None – please refer to Support Materials Pricing

Course Description:  Legacy Business Cultures Train-the-Trainer [TTT] approach allows organizations and individuals to capitalize on the talents and resources found within the human capital of the organization. The TTT approach combines the understanding and delivery of Legacy content to individuals and organizations to enable change and improve personal and professional effectiveness. During this in-person training, participants will learn how to facilitate Legacy’s Connecting with Respect curriculum. Upon certification, facilitators are licensed to deliver
workshops for their employing organization only (requires purchase of LBC-provided participant materials). Becoming a certified Legacy facilitator for your organization is rewarding both personally and professionally. Also, the certification can be used by facilitators within other organizations and agencies that elect to use LBC learning curricula. CWR Train-the-Trainer [TTT] materials include: Facilitator’s binder with tabbed units, preparation guidelines, presentation slide deck; Course matching Participants workbook; Connecting with Respect “12 Rules” mouse pad; “Respect” lapel pin; Branded highlighter combo pen; Affirmative reminders / goal setting wallet (if applicable). Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

Train The Trainer IHE - THREE DAYS (24HR)

| SIN: 874-4 |
| Minimum Participants: 10 |
| Maximum Participants: 20 |
| Course Length: 3 Days (24 Hours) |
| Support Materials Included In Price: None – please refer to Support Materials Pricing |

Course Description: Legacy Business Cultures Train-the-Trainer [TTT] approach allows organizations and individuals to capitalize on the talents and resources found within the human capital of the organization. The TTT approach combines the understanding and delivery of Legacy content to individuals and organizations to enable change and improve personal and professional effectiveness. During this in-person training, participants will learn how to facilitate the core elements of Legacy’s Increasing Human Effectiveness curriculum. Upon certification, facilitators are licensed to deliver workshops for their employing organization only (requires purchase of LBC-provided participant materials). Becoming a certified Legacy facilitator for your organization is rewarding both personally and professionally. Also, the certification can be used by facilitators within other organizations and agencies that elect to use LBC learning curricula. IHE Train-the-Trainer [TTT] materials include: Facilitator’s binder with tabbed units, preparation guidelines, presentation slide deck; Course matching Participants workbook [10 unit or 12 unit]; IHE audio CD set [10 unit or 12 unit]; IHE DVD training set [10 unit or 12 unit]; “Attitude” lapel pin; Branded highlighter combo pen; Affirmative reminders / goal setting wallet (if applicable); Choose Certified Master Facilitator or Certified Facilitator delivery (see Services Rates) and refer to per-participant Support Materials Rates.

CWR - PUBLIC WORKSHOP (8HR)

| SIN: 874-4 |
| Minimum Participants: 15 |
| Maximum Participants: 35 |
| Course Length: 8 Hours |
| Support Materials Included In Price: Participant workbook, magnetic “RESPECT” lapel pin, branded highlighter combo pen, 12 rules card, affirmative reminders / |
goal setting wallet and myLegacy app, Connecting with Respect® mouse pad, Connecting with Respect book.

Course Description:  This professional development workshop educates and applies respect in the workplace. This sharing of information demonstrates regard for other people, as an essential component of all respectful interactions. Connecting with Respect® dramatically increases awareness and improves your employees’ ability to work successfully with anyone, regardless of background, life-style, job status or any other difference, by developing critical, self-directed thinking and behavioral skills. Diversity isn’t a Challenge to Manage; it’s Strength to Leverage. You can’t train “diversity”. Diversity is the natural by-product of a constantly evolving global community and marketplace. When ignored, it can be the foundation of miscommunication, poor morale, low productivity, employee turnover and even lawsuits. Properly harnessed, diversity can be the source of extraordinary creativity, best-in-class customer service, a committed, engaged workforce and high organizational adaptability. The key to leveraging diversity is a rock-solid foundation of respect. Through carefully researched and validated exercises, the workshop then takes leaders along a comprehensive learning path that expands their awareness, offers critical insights on human thought and behavior norms, and helps them develop an easy-to-apply “tool kit” proven to increase their capacity for more consistently respectful behaviors. LEARNING OBJECTIVES: Examine what respect should look like within the workplace, and how disrespectful behaviors damage morale and productivity; Outlines the transition points from a culture of “tolerance” to “respect”; Explores the role that attitudes play in promoting respectful workplaces; Assess the role that attitudes play in contributing to respect in the workplace and evaluate the impact that stereotypes and prejudgments have on our actions and decisions; Teaches the skills necessary to identify and change counter-productive behavior patterns; Promotes respect for both self and others as a foundational value; Identifies behaviors that support both personal and organizational values; Provides framework for designing a respectful workplace plan of action. Choose Cleveland, Ohio or Washington, D.C. location (see Course Rates)

IHE - PUBLIC WORKSHOP (16HR)

SIN:  874-4
Minimum Participants:  15
Maximum Participants:  35
Course Length:  16 Hours
Support Materials Included In Price:  Participant workbook, magnetic “ATTITUDE” lapel pin, branded highlighter combo pen, audio CD set, affirmative reminders / goal setting wallet and myLegacy app, affirmative quotes card deck, zippered vinyl portfolio.

Course Description:  The Science of People. The Technology of Change. Increasing Human Effectiveness® (IHE) has set the standard for staff development workshops for over 35 years. Demonstrated to significantly increase organizational resiliency and receptivity to change, this comprehensive curriculum enhances personal
awareness, critical thinking skills, attitudes, and the behavior change skills necessary for thriving in a changing work environment. Incorporating the latest advances in brain research and behavioral sciences, the IHE process enables participants to act with greater confidence in times of uncertainty, identify and challenge outmoded comfort zones, interact more productively with peers and subordinates, and more fully engage themselves in their work and professional relationships. This workshop teaches participants how to “thrive - not just survive” in an ever-changing workplace. Here are just a few ways that IHE® will help your organization: Increase personal adaptability and resilience to help associates better manage both internal and external business changes; Identify and break through age-old behavioral comfort zones and organizational blind-spots; Measurably improve internal and external customer service and satisfaction scores; Improve organizational capacity to attract, motivate and retain top talent; Promote higher levels of individual and team accountability; Provide cutting-edge tools for improving individual and group productivity; Significantly improve the attitudes, beliefs, and expectations of your leaders, managers and associates; Create a workplace culture that invites the engagement, commitment and energy of all associates. Choose Cleveland, Ohio or Washington, D.C. location (see Course Rates)

Blindsided = Blindsided – Uncovering, Understanding and Managing Bias training curriculum FULL DAY (7 HR)

SIN: 874-4
Minimum Participants: 15
Maximum Participants: 50
Course Length: 7 Hours
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: 1 day (7 Hour) The objectives of this highly-interactive workshop are to two-fold. Our first goal will be to explore the nature and types of biases (cognitive and implicit) that affect behaviors and decision making at both individual and group levels. By understanding the biological limitations in our mental processing capabilities and how our brains attempt to compensate, we can better recognize the mechanics of faulty decisions and exclusive interaction styles. This then sets the stage for pursuing our second goal, which is to develop strategies to help minimize the potentially negative impact of bias on us both individually and as organizations.

Learning Objectives: Explore bias as a core human thought tendency; Identify the different types of cognitive bias that compromise decision making at individual and group levels; Discuss the nature of and how the brain uses implicit bias (bias about personal characteristics) to protect itself; Recognize how implicit bias leads to exclusion and disengagement; Learn and practice techniques for recognizing and interrupting both implicit and cognitive bias patterns; Develop a group plan of action for promoting inclusive policies and behaviors.
Blindsided = Blindsided – Uncovering, Understanding and Managing Bias training curriculum HALF DAY (4 HR)

SIN: 874-4
Minimum Participants: 15
Maximum Participants: 50
Course Length: 4 Hours
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: Half-Day (4 Hour). Designed as an abbreviated version of the full day program, the objectives of this highly-interactive workshop are to two-fold. Our first goal will be to explore the nature and types of biases (cognitive and implicit) that affect behaviors and decision making at both individual and group levels. By understanding the biological limitations in our mental processing capabilities and how our brains attempt to compensate, we can better recognize the mechanics of faulty decisions and exclusive interaction styles. This then sets the stage for pursuing our second goal, which is to develop strategies to help minimize the potentially negative impact of bias on us both individually and as organizations. Because of the shortened, half-day format, the emphasis of this program will be on understanding and minimizing implicit biases, the biases that result from our differences in age, gender, ethnicity, etc.

Learning Objectives: Explore bias as a core human thought tendency; Identify the different types of cognitive bias that compromise decision making at individual and group levels; Discuss the nature of and how the brain uses implicit bias (bias about personal characteristics) to protect itself; Recognize how implicit bias leads to exclusion and disengagement; Learn and practice techniques for recognizing and interrupting both implicit and cognitive bias patterns; Develop a group plan of action for promoting inclusive policies and behaviors

Leadership Training = myLegacy Leadership Development Training curriculum TWO DAY (16 HR)

SIN: 874-4
Minimum Participants: 15
Maximum Participants: 50
Course Length: 16 Hours
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: Two days (16 hour). This comprehensive course is designed for use with both existing leaders (including managers and supervisors) and new/emerging leaders. Ideally paired with the myLegacy 360 Feedback survey (available as a separate GSA service item), it is designed to increase self-awareness and leadership capacity of participants in three core domains: 1) Personal Mastery, 3) Relationship Mastery and 3) Technical Mastery. After completing this program, participants will have improved their ability to navigate and lead change, hold
themselves and others more accountable for outcomes and desired behaviors, build stronger, more inclusive teams, communicate more effectively in different situations, set and accomplish professional goals and understand/fulfill their legal responsibilities as leaders.

Learning objectives: Explore the skills, knowledge and attitudinal qualities of great leaders, managers and supervisors; Reflect on and create your own “leadership brand”; Understand the significance and importance of acting with integrity; Learn to apply the brain science behind adaptability and leading others through change more effectively; Learn how to set meaningful personal and team goals and how to reinforce with action plans; Learn how to create a more respectful, inclusive culture within diverse work teams; Practice techniques for more effective communication; Learn to more effectively manage conflict and how to have “crucial” conversations successfully; Learn how to promote creativity and more effective decision making at both the individual and group level; Prepare for and learn to avoid some of the common obstacles and challenges faced by leaders; Learn best practices for how to manage others in a manner that is both compliant with the law and perceived as professional. A complete course syllabus is available upon request from the vendor.

Leadership Training = myLegacy Leadership Development Training curriculum ONE DAY (8 HR)
SIN: 874-4
Minimum Participants: 15
Maximum Participants: 50
Course Length: 8 Hours
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: One day (8 hour). This abbreviated version of our two-day course is designed for use with both existing leaders (including managers and supervisors) and new/emerging leaders. Because the course design is modular, the areas of primary focus for each GSA client will be determined after consultation with the vendor. Overall, it is designed to increase self-awareness and leadership capacity of participants in three core domains: 1) Personal Mastery, 3) Relationship Mastery and 3) Technical Mastery. After completing this program, participants will have improved their ability to navigate and lead change, hold themselves and others more accountable for outcomes and desired behaviors, build stronger, more inclusive teams, communicate more effectively in different situations, set and accomplish professional goals and understand/fulfill their legal responsibilities as leaders and government professionals.

Learning objectives: Explore the skills, knowledge and attitudinal qualities of great leaders, managers and supervisors; Reflect on and create your own “leadership brand”; Understand the significance and importance of acting with integrity; Learn to apply brain science to become more adaptable and lead others through change more effectively; Learn how to set meaningful personal and team goals and how to reinforce them with action plans; Learn how to create a more respectful, inclusive culture within diverse work teams; Practice techniques for more effective
communication; Learn to more effectively manage conflict and how to have “crucial” conversations successfully; Learn how to promote creativity and more effective decision making at both the individual and group level; Prepare for and learn to avoid some of the common obstacles and challenges faced by leaders; Learn best practices for how to manage others in a manner that is both compliant with the law and perceived as professional.

**FBCS = Fundamental Business Communication Skills Training curriculum**

**ONE DAY (8 HR)**

**SIN:** 874-4

Minimum Participants: 15  
Maximum Participants: 50  
Course Length: 8 Hours  
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: One day (8 hours). This comprehensive communication skills curriculum is designed for all levels of employees and managers and can be modified, depending on the typical roles and responsibilities of attendees. The primary areas of focus include better understanding the different modes (verbal, non-verbal, extra-verbal and written) of business communication and their limitations, active listening skills, understanding the common barriers that impede effective communication, introduction to speaking in front of an audience and how to increase influence to more effectively sell or get buy-in for your ideas.

Learning objectives: Learn the basics of how ideas get shared between people and groups; Identify the qualities of outstanding communicators; Learn the 12 Rules of Respectful Communications; Learn and practice how to be a great “active listener”; Discuss how to overcome fear of public speaking (the jitters); Learn how to minimize the degree that biases and stereotypes impact your communications with others; Learn how to manage conflict and avoid hostility in communications with others; Discuss and practice techniques for having important (and sometimes difficult) conversations that end with win-win outcomes; Discuss the importance of integrity and learn approaches for increasing trust between yourself and others; Learn practical steps for increasing your influence and getting more buy-in for your ideas at all levels within your organization. Share best practices and lessons learned with other class participants.

**FBCS = Fundamental Business Communication Skills Training curriculum**

**HALF DAY (4 HR)**

**SIN:** 874-4

Minimum Participants: 15  
Maximum Participants: 50  
Course Length: 4 Hours  
Support Materials Included In Price: None – please refer to Support Materials Pricing

Course description: Half day (4 hour). This abbreviated version of our full-day communication skills curriculum is designed for all levels of employees and
managers and can be modified, depending on the typical roles and responsibilities of attendees. The primary areas of focus include better understanding the different modes (verbal, no-verbal, extra-verbal and written) of business communication and their limitations, active listening skills and understanding the common barriers that impede effective communication.

Learning objectives: Learn the basics of how ideas get shared between people and groups; Identify the qualities of outstanding communicators; Learn the 12 Rules of Respectful Communications; Learn and practice how to be a great “active listener”; Learn how to minimize the degree that biases and stereotypes impact your communications with others; Learn how to manage conflict and avoid hostility in communications with others; Discuss and practice techniques for having important (and sometimes difficult) conversations that end with win-win outcomes; Discuss the importance of integrity and learn approaches for increasing trust between yourself and others; Share lessons learned and best practices with other class participants.