

The KonTerra Group, LLC

GENERAL SERVICES ADMINISTRATION (GSA)
Federal Supply Service (FSS)

Authorized Federal Supply Schedule Price List

**738 X:
HUMAN RESOURCES & EQUAL EMPLOYMENT OPPORTUNITY
SERVICES**

**SIN 595 28:
Social Services, Professional Counseling and Veterans'
Readjustment & Behavioral Health Services**

The KonTerra Group, LLC
700 12Th St NW Suite 700
Washington, DC 20005-4052
Attention: Rick Augsburger - Managing Director
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Email: raugsburger@konterragroup.net
www.konterragroup.net

GSA Schedule Contract Number: GS-02F-057AA

Performance Period Covered by Contract 12/5/12 to 12/4/17

FSC Group: 738
Business Size: Small

For more information on ordering from Federal Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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 *GSAAdvantage!*, a menu-driven database system. The internet address for *GSAAdvantage!* is: <http://www.GSAAdvantage.gov>.

Contents

Section 1: Customer Information for Ordering Activities:	3
Section 2: About The KonTerra Group	6
Section 3: Overview of KonTerra Services (SIN 595-28).....	8
Qualifications & Experience of KonTerra Members.....	9
Staff Care and Resilience.....	11
Staff Care Assessments and Consultations for Organizations and Leaders.....	12
Voice, Video and face-to-face stress management and resilience coaching and consultation	13
Critical Incident Response	14
Pre-deployment, on assignment and post-deployment consultations.....	15
Strengthening Team Resilience	16
Executive and Management Resilience Coaching.....	17
Peer Support Development	18
Virtual and On-site Training.....	19
Stress Management.....	20
Change Management	21
Mediation (excluding Mediation pertaining to equal opportunity employment disputes).....	22
Section 4: Labor Category Descriptions.....	24
Section 5: GSA Price List.....	31

Section 1: Customer Information for Ordering Activities:

The KonTerra Group, LLC
 700 12Th St NW Suite 700
 Washington, DC 20005-4052
 (202)351-6826
<http://www.konterragroup.net>

FSC Group:	738
FSC Class:	59528
Contract Number:	GS-02F-057AA
Contract Period:	December 5th, 2012 – December 4th, 2017
Business Size:	Small
Contact Person:	Rick Augsburger - Managing Director Phone: +1.917.774.2210 (m) Email: raugsburger@konterragroup.net

1a.	Awarded Special Item Numbers (SINs):	SIN 595 28: Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services
1b.	Lowest Unit Price:	See the labor rate tables included below. This contract includes labor prices only. Other Direct Costs (ODCs) necessary to complete services will be included in proposals and may be ordered in accordance with the procedures laid out in FAR 8.4.02(f).
1c.	Labor Category Descriptions:	Included below
2.	Maximum Order:	\$1,000,000
3.	Minimum Order:	\$100
4.	Geographic Coverage:	Worldwide
5.	Points of Production:	Not applicable
6.	Discount from List Prices or Statement of Net Price:	Prices shown herein are net prices
7.	Quantity Discounts:	Negotiated per order
8.	Prompt Payment Terms:	Net 30 days
9a.	Government Credit Card at or below micro-purchase threshold	No
9b.	Government Credit Card above micro-purchase threshold	No
10.	Foreign Items	None
11a.	Time of Delivery	As specified per order
11b.	Expedited Delivery	Negotiated per order
11c.	Overnight and 2-day Delivery:	Not applicable
11d.	Urgent Requirements	Negotiated per order
12.	F.O.B. Point(s):	Destination

13a.	Ordering Address:	The KonTerra Group, LLC 700 12th St NW Suite 700 Washington, DC 20005-4052 Attention: Rick Augsburger - Managing Director Phone: 1-202-351-6826 Email: raugsburger@konterragroup.net
13b.	Ordering Procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage: http://fss.gsa.gov/schedules
14.	Payment Address:	The KonTerra Group, LLC 700 12th St NW Suite 700 Washington, DC 20005-4052 Attention: Accounts Receivable
15.	Warranty	KonTerra warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described under this contract.
16.	Export Packaging Charges	Not applicable
17.	Terms & Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):	Not applicable
18.	Terms & Conditions of Rental, Maintenance, & Repair (if applicable):	Not applicable
19.	Terms & Conditions of Installation (if applicable):	Not applicable
20a.	Terms & Conditions of Repair Parts Indicating Date of Parts Price Lists & any Discounts from List Prices (if applicable):	Not applicable
20b.	Terms & Conditions for any Other Services (if applicable):	Not applicable
21.	List of Service & Distribution Points (if applicable):	Not applicable
22.	List of Participating Dealers (if applicable):	Not applicable
23.	Preventive Maintenance (if applicable):	Not applicable
24a.	Special Attributes such as Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):	Not applicable
24b.	Section 508 Compliance Information is available on Electronic & Information	Not applicable

	Technology (EIT) Supplies & Services, & Show Where Full Details can be Found (e.g., contractor's website or other location):	
25.	Data Universal Number System (DUNS) Number:	801224564
26.	Notification Regarding Registration in Central Contractor Registration (CCR) Database:	4SZN7
27.	Uncompensated Overtime (indicate if used):	Not applicable

Section 2: About The KonTerra Group

At KonTerra, we support international development, humanitarian and emergency management organizations and their people. We specialize in providing support to clients that operate in high-stress environments—both inside and outside the US—where organizations and their staff face difficult challenges. Our services draw on capabilities within three practice areas:

- 1) Staff Care & Resilience
- 2) Leadership & Organizational Development
- 3) Evaluation and Organizational Learning

Providing support in a meaningful way is only possible with the right people. With an understanding and appreciation for the unique challenges faced by our clients, our staff are uniquely positioned to help.

Each member of the KonTerra team has:

- Worked for an international development, humanitarian or emergency management organization
- Lived and worked outside their home country in a development, humanitarian or emergency management setting
- Substantial and proven experience (more than 10years) in their area of practice, licensure in mental health counseling and/or an organizational development discipline.

The combined experience and sensitivity of our members allows us to work with clients in a way that is unique in our industry.

Our approach is based on open, honest dialogue focused on truly understanding your needs. This approach helps us develop unique solutions that create a comparative advantage for our clients by enhancing strategic clarity, building staff and organizational resilience and capturing learning.

Our work ranges from helping individuals manage traumatic and chronic stress, to guiding leadership teams through organizational change, to helping organizations conduct evaluations of their programs and internal processes and supporting organizations facing strategic questions.

We understand the unique and diverse challenges that leaders face when managing organizations in the ever-changing sector of development and humanitarian assistance. Our track-record of working with domestic and international organizations has given us a wealth of hands-on experience. Each organizational context and operational circumstance we encounter is uniquely complex. We are passionate about helping each client develop solutions that fit with their vision and culture and deliver exceptional results.

Our Priorities

We operate as a company where all people are important. We value and respect our clients and treat each as a major stakeholder in defining sound and fair relationships and in achieving success.

KonTerra clients include:

USAID, The World Bank,
UNICEF, UNDP,
CARE International,
Save the Children,
Chemonics,
AECOM,
International Federation of the
Red Cross and Red Crescent
Societies, International Medical
Corp, Mercy Corp
and the World Food Program.

Throughout our work we impart:

- Responsiveness and Accountability
- Caring and Productive Client Partnerships
- Innovative Service Delivery
- Effective Communication
- Lasting Knowledge Transfer
- Maintaining a Healthy Work-Life Balance

Past Performance:

Dun and Bradstreet Open Ratings Past Performance Evaluation for the KonTerra Group, which includes key metrics for recent and relevant past performance, including the following scores for supplier performance:

Detailed Performance Ratings (100 point scale)

- RELIABILITY: 96
- COST: 95
- ORDER ACCURACY: 95
- DELIVERY/TIMELINESS: 95
- QUALITY: 95
- BUSINESS RELATIONS: 97
- PERSONNEL: 97
- CUSTOMER SUPPORT: 97
- RESPONSIVENESS: 97

Section 3: Overview of KonTerra Services (SIN 595-28)

We help organizations, their teams, and their people leverage strengths to build resilience and thrive in the midst of challenges. Doing so leads to healthier, stronger, and more productive people and organizations.

Strengthening resilience and protecting the emotional health and well-being of your employees is among the most important investments you can make. For employees to perform at their peak, they must have the skills necessary to be resilient in the face of challenges, be able to manage stress, and have a healthy balance of work and personal life. Nowhere is this more true than for employees who operate in high-stress or high-risk environments. In these working conditions, not only does it make good business sense to support employees, but there is increasing awareness of a duty of care and a moral imperative to do so.

At any time, some of your employees will struggle with personal or work related stressors. Some may struggle with chronic or traumatic stress while others search for a healthy balance between their commitments at work and their personal lives. Healthy organizations understand these challenges and provide appropriate support and resources.

Since forming the KonTerra group, our focus has been on supporting the resilience of employees and the health of our clients. We support corporations and international development, humanitarian and other global organizations, many with operations in high-stress, high threat environments.

Our programs support employees throughout their engagement with the organization, from recruitment and orientation, through assignments and as an employee transitions to new responsibilities. Our experts have lived and worked in international locations. We have experience working with employees in more than 70 countries around the world, from aid workers in Sudan, Pakistan or Afghanistan, to administrative staff in Washington DC. We have a long and successful track record with staff care – strengthening resilience and providing stress management and work-life balance support to employees, managers, and members of executive leadership.

Our services are ‘modular’ which allow us to custom-configure solutions based upon the needs of our clients.

When stressors – like working in unfamiliar cultures or unstable environments or experiencing a traumatic incident – are added to routine work stress, employees can face serious risk. We work directly with individuals and more broadly with organizations to equip them with new ways of viewing stress and with tools to manage and work through the challenges they face, particularly in high stress environments.

Our services are delivered by professionals who understand global organizations and have lived and worked internationally.

- **Staff Care and Resilience**– Support for organizations, their teams, and their people to leverage strengths in ways that build resilience and allow them to thrive in the midst of challenges and exposure to high stress environments.
- **Staff Care Assessments and Consultations for Organizations and Leaders**– Support for organizations to develop and align staff care policy and practice, create an environment that

builds staff and organizational resilience, and effectively manage individuals and teams working in high stress environments.

- **Critical Incident Response** – Services focused on helping staff and organizations prepare for, manage and cope, during and after a critical incident. Services delivered by specialists experienced in supporting organizations working in high-stress environments.
- **Voice, Video and face-to-face stress management and resilience coaching and consultation** – Individual consultations with staff care professionals, who have experience in similar working environments themselves, allowing staff to seek consultation and support from professionals who understand their experience.
- **Pre-deployment, on assignment and post-deployment consultations** –Support designing, implementing and delivering pre and post deployment consultations to best suit the needs of staff deploying to various locations, including high-stress environments. Delivered by staff care professionals who have worked and lived internationally.
- **Strengthening Team Resilience** – Services focused on strengthening, developing and supporting teams. KonTerra coaches and facilitators have unique experience delivering support in this field, and understand the nuances and importance of healthy team dynamics.
- **Executive and Management Resilience Coaching** - Expert coaches, with substantial leadership experience, provide individual support to executives and managers as they work through challenges and transitions and improve their leadership skills.
- **Peer Support Development** – Consultation on the creation of internal Peer Support Teams (PSTs), and/or support groups, providing training for the members of the peer support teams, and ongoing consultation and mentoring.
- **Virtual and on-site training, educational events and workshops** –Training and learning events, designed to educate staff and managers on staff resilience, well-being, and stress management topics.

We have a long, successful history providing an array of Social Services, Professional Counseling and Veterans’ Readjustment & Behavioral Health Services to our clients operating both in the US and abroad.

Qualifications & Experience of KonTerra Members

At KonTerra, we have a unique business model, focusing on the delivery of a very specialized suite of services, specifically for organizations which operate in high-stress, high threat and non-permissive environments around the world. The KonTerra Group is made up of an exclusive roster of highly qualified and experienced counselors and coaches. The members of our group share two common attributes which we feel give our members the necessary qualifications to deliver support to our clients: all are veteran practitioners, and all have lived and worked in the international humanitarian field, in high stress environments.

Our recruiting process ensures that our practitioners are experienced professionals that have a mix of the following experience and skill sets:

- Strong experience and background in staff care and resilience for international development and humanitarian organizations and particularly in high risk locations.
- Experience living and working overseas in development environments with strong understanding of the international development culture;
- Experience delivering staff care and resilience support to groups and individuals;

- More than 10 years clinical mental health experience;
- A Master or Doctorate level degree in a Mental Health or Human Services discipline;
- Experience and or certification in an organizational development discipline;
- Training design and delivery experience;
- Experience and ability to travel to high risk locations.

KonTerra staff care and resilience professionals engage in a wide range of supporting services as part of our multi-modal approach including: policy, program design, training, critical incident response, group debriefing and one-on-one consultations.

All KonTerra staff care and resilience professionals who conduct critical incident response, debriefing and one-on-one consultations are licensed clinical mental health professionals with at least 10 years of experience. At minimum, our global counselors must:

- Go through an individual in person interview process;
- Hold current licensure as a clinical mental health provider;
- Have a membership in a professional association;
- Be suitably qualified in a specialist area of counseling and be able to demonstrate relevant and extensive training and experience in that specialist field;
- Have experience working in a high risk environment;
- Be personally insured to cover their counseling work with liability insurance. (KonTerra also carries a blanket liability policy)

The following pages outline our capabilities in several key areas specifically designed to strengthen resilience of individuals and organizations working in high threat environments, including:

- **Staff Care & Resilience**
- **Staff Care Assessments and Consultations for Organizations and Leaders**
- **Voice, Video and face-to-face stress management and resilience coaching, counseling and consultation**
- **Critical Incident Response**
- **Pre-deployment, on assignment and post-deployment consultations**
- **Strengthening Team Resilience**
- **Executive and Management Resilience Coaching**
- **Peer Support Development**
- **Virtual and on-site training, educational events and workshops**
- **Stress Management**
- **Critical Incident Response**
- **Change Management**
- **Mediation**

Staff Care and Resilience

Strengthening resilience and protecting the emotional health and well-being of your employees is among the most important investments you can make. For employees to perform at their peak, they must have the skills necessary to be resilient in the face of challenges, be able to manage stress, and have a healthy balance of work and personal life. Nowhere is this more true than for employees who operate in high-stress or high-risk environments. In these working conditions, not only does it make good business sense to support employees, but there is increasing awareness of a duty of care and a moral imperative to do so.

At any time, some of your employees will struggle with personal or work related stressors. Some may struggle with chronic or traumatic stress while others search for a healthy balance between their commitments at work and their personal lives. Healthy organizations understand these challenges and provide appropriate support and resources.

Since forming the KonTerra group, our focus has been on supporting the resilience of employees and the health of our clients. We support corporations and international development, humanitarian and other global organizations, many with operations in high-stress, high threat or non-permissive environments. Our programs support employees throughout their engagement with the organization, from recruitment and orientation, through assignments and as an employee transitions to new responsibilities. Our experts have lived and worked in international locations. We have experience working with employees in nearly every corner of the world, from aid workers in Sudan, Pakistan or Afghanistan, to administrative staff in Washington DC. We have a long and successful track record with staff care – strengthening resilience and providing stress management and work-life balance support to employees, managers, and members of executive leadership.

Our services are ‘modular’ which allow us to custom-configure solutions based upon the needs of our clients. Several examples of our services specifically designed to strengthen resilience of individuals and organizations include:

- 24/7 access to consultations anywhere in the world
- Structured counseling, stress management and resilience consultations delivered telephonically, in-person, or via video-conference
- Support for staff in preparation for deployment or difficult assignments, and support as they return home
- Access to counselors with specific expertise in supporting leaders, managers and supervisors
- Online tools and resources (articles, guides, tip sheets, etc.) to assist employees and managers as they balance mental health and work-life issues, and strengthen their personal resilience

The services described above can be offered to all employees, and their family members and can be accessible 24/7, whenever or wherever assistance is needed. They can be configured into a unique **Employee Resilience Program™ (ERP) model**, custom tailored to meet the unique needs, goals and objectives of our clients.

Supporting the resilience of employees strengthens the health and effectiveness of organizations by:

- Increasing employee productivity and reducing, burnout, turnover and unplanned absenteeism
- Strengthening team performance
- Support employees as they transition to and from high risk assignments
- Helping employees effectively manage chronic and traumatic stress
- Positioning the organization as an employer of choice
- Improving overall morale and commitment to the organization

Staff Care Assessments and Consultations for Organizations and Leaders

Designing and delivering effective staff care programs and services can be challenging. More and more organizations, especially those working in difficult, high-stress environments, are recognizing the importance of supporting the wellbeing and resilience of their staff. Regardless of the scope, scale, complexity or simplicity of an organization's approach to supporting staff, external assessment and consultation can help benchmark industry best practices, identify areas for improvement and leverage return on investment.

At KonTerra, our team of specialists is available to provide assessments and consultations for organizations and leaders on an array of staff care and resilience topics. The KonTerra team has decades of experience helping clients in areas ranging from assessing staff stress levels and key stressors, to enhancing policy and practice, to supporting leadership in managing specific challenges. Our professionals have a unique skill set, having lived and worked in international settings and in high risk environments.

KonTerra specialists are available to consult with Human Resources, managers, and other leaders to:

- Conduct assessments of current staff care policies and practices and provide recommendations, as appropriate, to strengthen the organization
- Review current staff care policies, test them against industry best practices, recommend possible improvements and, as appropriate, assist with implementation
- Measure staff stress levels and pinpoint recommendations for improvement
- Integrate staff care and resilience resources throughout the cycle of the employee's relationship with the organization
- Clarify roles responsibilities and expectations for managers and leaders regarding staff care and resilience
- Develop policies and procedures to measure the effectiveness of programs and leaders in fostering and supporting staff care and resilience
- Consult on individual cases

Assessment and consultation services from The KonTerra Group helps organizations:

- Clarify the strengths and weaknesses of current staff care and resilience programs
- Recommend economical resources to improve staff resilience

- Gain an understanding of how programs compare to industry standards and best practices
- Review and adapt staff care policy and procedures to improve impact and effectiveness
- Gain insight from industry leaders on any staff care topic that may affect the organization

Voice, Video and face-to-face stress management and resilience coaching and consultation

We believe that stress, if managed well, makes people and organizations stronger, just as lifting weights strengthens our muscles. Working from that premise, we help organizations, their teams, and their people leverage strengths to build resilience and thrive in the midst of challenges. Doing so leads to healthy, productive, and more effective employees and organizations.

When stressors such as working in unfamiliar cultures or unstable environments, working through important change initiatives, or experiencing a traumatic incident, are added to routine work stress, employees can have a hard time coping and staying healthy and productive. Understanding the sources of stress, identifying when employees are in need of help, and offering support services when and where they are necessary, is foundational to ensuring that employees have the support they need to remain resilient and effective.

For several reasons, there is often a preference to provide access to consultations through an external provider. For example, some staff may feel more comfortable sharing their experiences with someone outside of 'work', due to fear of reprisal, negative stigmas, fears about confidentiality, etc. KonTerra consultants, with experience in similar working environments, allow staff the opportunity to receive support from someone who understands their experience, the context and can relate to what they are going through.

KonTerra consultants are available to provide individual consultations with staff via:

- In-person consultation
- Telephone consultation
- Video consultation (Skype, etc.)
- 24/7 access to consultations anywhere in the world

Stress is arguably the number one health issue affecting staff world-wide, and this is particularly true in the international development, humanitarian and emergency management fields. Healthy organizations that offer stress management services and build a culture of resilience benefit from:

- Healthier, happier employees
- Employees who are more engaged and productive on the job
- Employees with skills to be resilient and effective in the face of stress
- Employees who thrive in high stress assignments
- Employees who are absent less frequently
- Reductions in staff turnover

Critical Incident Response

Natural disasters, acts of terrorism, the death of an employee, catastrophic accidents or violent attacks are just a few examples of unforeseen incidents that can affect employees and the entire organization. In the international development, humanitarian and emergency management fields, these incidents are occurring more frequently, and can be traumatic for those involved and disruptive for the entire organization.

Healthy and effective organizations understand that when critical incidents occur, providing support to aid in recovery is crucial. Without support, some individuals and teams may struggle to cope and “regain their footing” after the experience. This can negatively impact their contribution to the organization and can affect those around them, diminishing the productivity of staff and prolonging the amount of time needed to return to a functional work environment. The KonTerra team has decades of experience helping organizations and their people through difficult times. Our professionals have a unique skill set, having lived and worked in international development, humanitarian and emergency management fields. They bring sensitivity and understanding of issues faced by staff.

We work with leaders as they manage the crisis and direct the response, and we offer real-time support to individuals and teams affected by the incident. Our support continues until leadership and all parties involved are prepared to return to normal business.

We offer our clients an array of services that help minimize the impact that traumatic events have on their people, and as a result, on their operations. Our support is tailored to each client and each incident and may include, among others:

- Working with leadership to:
 - Assess the situation and determine initial response steps
 - Estimate impact on staff and the organization
 - Develop a response and resource allocation plan
 - Support on-site managers as appropriate
 - Support leaders individually as they manage their own reactions to the incident
- Supporting individuals and teams with:
 - Voice or video conference support for all employees affected
 - Deployment of post-trauma stress counselors, anywhere in the world*, to offer:
 - Individual counseling with staff affected by the event
 - Group debriefing for directly or indirectly affected staff
 - Practical guidance to help cope with the situation in real time
 - Educational information related to coping with challenging circumstances
 - Proactive skill-building to help employees strengthen personal resilience
- Debriefing with organizational representatives to:
 - Learn from the incident
 - Identify opportunities for future preparedness
 - Develop a proactive approach to employee resiliency
 - Align resources in advance of future incidents

The ultimate goals of our rapid response critical incident support services are to help clients:

- Decrease the number of ‘psychological casualties’ following the incident
- Help employees stay healthy during the stressful period and after the event
- Minimize long-term stress response
- Promote employee adjustment at work and home
- Facilitate a healthy and appropriate return to normal functioning
- Strengthen resilience and prepare for future critical incidents

Pre-deployment, on assignment and post-deployment consultations

In the international development, humanitarian and emergency management fields, staff are often called upon to deploy to difficult locations. Leaving family and friends behind, staff members selflessly travel to some of the most difficult environments in the world.

Preparing staff before they depart on an assignment, being available to provide support while they are in the field, and checking in with them at the conclusion of a difficult assignment, is critically important to ensure staff wellbeing. At KonTerra we provide support designing, implementing and delivering pre and post deployment consultations, structured in a number of ways, to best suit the needs of staff deploying to various locations, including high-stress environments.

Pre-Deployment Resiliency & Stress Management Consultations — Confidential, telephone or video-conference consultation with a KonTerra Staff Care Specialist, prior to deployment. These consultations are designed to review the individual’s current potential vulnerability to traumatic stress, personal hardiness and resilience, and the development of a self-care plan. Consultations also assess personal strengths and vulnerabilities, develop/refine a resilience plan and set the groundwork for on-going support if it is desired. In addition to staff deployed on long-term assignments to high stress locations, this support is also available to staff and others who may deploy frequently for short-term assignments to high stress locations.

Outcomes:

- Increased understanding of work-related chronic and traumatic stress
- Orient and prepare employees pre-deployment
- Provide and/or refresh stress management and self-care skills
- Refresh and update knowledge base pre-deployment
- Review and revision of personal self-care plans
- Discussion of personal concerns or needs.

Support while deployed — We understand that while staff are deployed, they may benefit from access to one-on-one resiliency and stress management consultation. The KonTerra team of specialists is available to deliver individual consultations via telephone or video-conference with staff while they are deployed in the field. Common issues faced by staff while on deployment to high-stress locations may include: stress, anxiety, mild depression, sleeplessness, difficulty with peers or colleagues, loneliness/homesickness, etc.

Outcomes:

Support during assignments to promote effective self-care and stress management skills including:

- Share proven techniques for sustaining emotional wellbeing while on assignment
- Motivate and prompt staff to practice good self-care and stress management while on assignment
- Support the employee in adapting their resilience plans given the realities on the ground
- Provide on-going support during periods of significant chronic stress
- Provide on-going support during traumatic stress or critical incidents
- Provide referrals to other resources as needed

Post-Deployment Resiliency & Stress Management Debriefing Consultations — Confidential, telephone or video-conference consultation with a KonTerra Staff Care Specialist, upon returning home from an assignment. These confidential consultations are designed to assess personal strengths and vulnerabilities, process experiences from the deployment, develop a personal transition plan and lay the groundwork for on-going support if desired.

Outcomes:

End of deployment debrief and check-in to assess emotional wellbeing and resiliency

- Consultation regarding events of past assignment
- Review and revision of self-care plan
- Preparation for future assignments
- Referrals for additional support if needed

Strengthening Team Resilience

Within every organization, effective team-work is crucial for achieving goals and ensuring that objectives are met. Whether a team works together on a continuous basis or is convened for a specific project, healthy and effective team dynamics and processes are essential. When individuals come together to work as a team, there is an implied expectation that the cumulative contributions of the group will outweigh the sum of their individual efforts, but only if the team works together in a way that allows them to realize their collective potential.

At KonTerra we draw on years of experience and passion for our work while facilitating and supporting the team strengthening process. We have worked with executive and staff-level teams in all sizes and types of organizations. Our team-strengthening specialists are skilled in conflict resolution, meeting management and facilitation. We work closely with our clients to understand their operations, culture, challenges and goals, and use this information to design a productive process that provides a safe, engaging environment for all participants.

Our team strengthening services include:

- Initial consultation with leadership to understand the current situation, how the team is functioning, context as it relates to the organization's culture, goals and objectives, and desired outcome of the engagement

- Individual interviews with participants to understand various perspectives and gather relevant information to inform process design. These interviews also allow the facilitator to build rapport with participants prior to the sessions.
- Facilitated meetings, specifically designed to address the challenges, goals and objectives outlined by the organization and participants.
 - KonTerra facilitation methodology encourages open dialogue and continually utilizes feedback loops to test progress, direction and content.
 - KonTerra facilitators may use tools such as: Appreciative Inquiry; Team Performance Model and Indicator (TPM/I); Meyers Briggs Type Indicator (MBTI); and Immunity to Change. Tools are used to provide helpful data to participants that can serve as a basis for dialogue and problem solving.
- A high level summary report and/or debrief meeting with leadership to capture key learnings and confirm next steps for the team.

Team strengthening services from the KonTerra Group lead to:

- A better understanding of team development
- Increased awareness of each member's style and the composition of styles within the group.
- Recognition of opportunities for improvement
- Acknowledgement and celebration of existing team strengths
- Understanding of key issues for the team as well as strategies to address them
- Clarity regarding roles, responsibilities and processes
- Development of an action plan for monitoring and improving team process and performance
- Stronger skills at both the individual level, and the group level, to work more effectively

Executive and Management Resilience Coaching

Certified coaches, with experience and expertise in the international development, humanitarian and emergency management field, and substantial leadership experience, will support your executives and managers, to strengthen and support their resilience as they work through challenges and transitions and improve their leadership skills.

Executives, managers, supervisors, and other leaders within your organization hold positions of power. They are responsible not only for the employees they oversee, but also for their teams' collective contributions to the organization. Ensuring that these leaders have the tools and skills necessary for success is critical to the overall effectiveness of their teams, and the health of the organization in general. This is particularly true for organizations that operate in high stress environments, where effective leadership is needed more than ever.

At KonTerra, our approach to resilience coaching is rooted in trust. Our coaches trust the power within people: the power to make necessary life and organizational changes; the power to think and behave in ways that align personal integrity and organizational goals with action; and the power to be interpersonally effective.

As with all of the services we deliver, our approach is highly interactive and always considers the organizational context within which the coaching relationship is housed. Our resilience coaching

focuses intensely on the client as an individual. When conducted within an organizational context, it includes improvement goals aligned with the organization's vision, values, and objectives.

While each executive coaching relationship is unique, the work focuses on results, often including elements such as:

- A personal resilience plan
- A leadership journal
- Personal reflection
- Scenario planning
- Conflict management
- Performance management for self and staff
- Being an effective team member and leader
- Understanding how to support the resilience of subordinates

Being coached requires hard work and commitment on the part of the client. We believe that celebrating improvement is often overlooked, yet it's a vital element of the coaching relationship. Every client has strengths on which to build, and as success is marked, momentum is gained, leading to notable and lasting improvement both personally and professionally. Investing in resilience coaching will assist your organization as leaders use new and enhanced skills, including:

- Enhanced performance management
- More effective communication and confidence managing difficult conversations
- Improved delegation skills
- Enhanced capability to manage complex workloads and competing priorities
- Overall enhanced effectiveness as a leader or manager

Peer Support Development

Increasingly, staff of international development, humanitarian and emergency management organizations feel comfortable seeking the support and counsel of their peers, either formally via internal Peer Support Teams (PSTs), or with informal support groups. Sub-groups have also been successful in bringing together staff who share a common experience, such as surviving a critical incident, a security incident, an act of sexual assault or violence. An effective Staff Care program should be multi-faceted, and tailored to the organization. Among the many resources and services available to staff, a peer support service model can be an important core component.

KonTerra consultants, having lived and worked in the international development, humanitarian and emergency management fields themselves, understand the challenges staff face on a day to day basis. They use this experience and expertise to help:

- Advise on the creation of peer support groups, and how to approach peer support depending upon the organizational culture and the nature of the organization's work/operations
- Train and mentor peer support focal points/leaders and teams
- Provide structures and framework for the peer support group to operate on an ongoing basis

- As needed on an ongoing basis, provide mentoring, coaching and training on various topics relevant to peer support best practices

Peer support programs, as an element of an overall Staff Care strategy, will help your organization:

- Strengthen organizational capacity to provide internal staff care support
- Improve staff morale and effectiveness
- Enhance stress management and self-care skills

Virtual and On-site Training

Healthy organizations understand the importance of investing in the education and skill development of their people. Among the various ways in which organizations can achieve this is through training and educational events for employees. Because every organization is different, we work with our clients to build completely customized educational events based upon their unique goals and objectives.

Training and other types of educational events provide an opportunity to help employees with a common challenge. At KonTerra, our experienced trainers have worked with our clients to design and deliver training on a range of topics, including, among many others:

- Stress Management
- Resilience 101
- Resilience for Managers 101
- Building Resilient Teams
- Managing Transitions
- Building Personal Resilience
- Notifying Loved Ones Following a Tragedy
- Dealing with Interpersonal Conflict
- How to have Difficult Conversations
- Leading Effective Teams
- Communicating and Managing Across Cultures

At KonTerra, we listen first to the challenges and goals of our clients, then build customized events to best suit their needs. Key features of KonTerra's services include:

- Customizable Format – Educational training events can be delivered on-site at a client's location (including in high-stress environments), via video conference, webinars and teleconferences, at our offices or at a separate venue. We can deliver a single session or a series over a longer period of time. Together with the client we determine format and length, based upon the nature of the training to be delivered.
- Design and Content – We work closely with our clients to:
 - Understand the goals and objectives of the training
 - Develop, refine and agree upon the content and process
 - Deliver participatory sessions to maximize engagement and learning

KonTerra's training and education services allow organizations to:

- Proactively deliver targeted educational opportunities to employees
- Partner with an expert provider who will build the training (never 'off-the-shelf')

- Use feedback from employees during events to help develop an ongoing training plan for the future.

Stress Management

We believe that stress, if managed well, makes people and organizations stronger, just as lifting weights strengthens our muscles. Working from that premise, we help organizations, their teams, and their people leverage strengths to build resilience and thrive in the midst of challenges. Doing so leads to healthy, productive, and more effective employees and organizations.

When stressors such as working in unfamiliar cultures or unstable environments, working through important change initiatives, or experiencing a traumatic incident, are added to routine work stress, employees can have a hard time coping and staying productive. Understanding the sources of stress, identifying when employees are in need of help, and offering support services when and where they are necessary, is foundational to ensuring your employees have the support they need to remain resilient and effective.

When it comes to stress counseling and strengthening resilience, KonTerra's experts are the best in the business. Our team has experience living and working in very challenging environments, diverse backgrounds, wide-ranging skill sets, and decades of experience supporting individuals and groups that are struggling with chronic and traumatic stress, particularly in high-stress environments.

We work directly with clients and their people to equip them with new ways of viewing stress and with tools to manage and work through the challenges they face. This can take the form of a wide range of services developed with and for each client. Examples include but are not limited to:

- Stress Assessments – Helping the organization understand the causes and prevalence of stress among their employees and the areas most heavily impacted by stress within the organization
- Leadership Consultations – Often geared toward developing and aligning effective policy and practice within the organization
- Individual Consultations – Support for individual staff members, managers, supervisors, and senior leaders
- Team Consultations – Working with teams to identify and address stressors and improve team process
- Training & Workshops – Customized stress management workshops, trainings and other events, delivered onsite or virtually, focusing on specific areas of stress management and building resilience.
- Reports and Planning – Following the delivery of any or all of the services above, the KonTerra group will prepare a summary report outlining the opportunities and recommendations for next steps to proactively build on progress achieved.

Stress is arguably the number one health issue impacting employees world-wide, regardless of occupation. Healthy organizations that offer stress management services and build a culture of resilience benefit from:

- Healthier, happier employees

- Employees who are more engaged and productive on the job
- Employees with skills to be resilient and effective in the face of stress
- Employees who thrive in high stress assignments
- Employees who are absent less frequently

Change Management

Sound process for change management and change leadership are important elements within the ever changing environment of international development programming. Research shows that failed change management is one of the most significant stressors for staff in the international development field.

Change is inevitable and necessary for organizations to grow and evolve over time. Without change, organizations would be unable to adapt as needed to achieve their mission, organizational goals and objectives. Change Management requires careful preparation and thoughtful execution in order to maximize the potential for positive outcomes, and minimize potential negative impacts on the organization and its people. Health organizations understand that stress on individuals, teams and the organization as a whole is a common negative side effect of change, and if left unchecked, this stress can have detrimental impacts that may persist well beyond the change initiative underway.

Many of us are “creatures of habit,” and tend to resist change, even when we know it may be necessary. As a result, change can be difficult for individuals, teams and entire organizations. Managing the process effectively, particularly the impact on people and performance, is critical for any change process to be successful.

KonTerra professionals have decades of experience supporting organizations across the globe with change management initiatives. Examples include:

- Mission & Vision Changes
- Strategic Change
- Structural & Operational Change
- Leadership Changes
- Growth & Downsizing
- Team & Individual change

We ground our support in the theory and change principles of William Bridges “Managing Transitions.” We do not deploy a one-size-fits-all approach. Instead, since every change management project is unique, with different challenges, goals and objectives, we work to truly understand the needs and culture of the client, as well as the specific objectives and desired outcome of the change initiative. From that basis, we develop and implement a plan with each client. Some common steps in each engagement include:

- In-depth consultation with senior leadership regarding the nature of the change and the forces at play
- Systematic diagnosis of the situation to understand all aspects (ranging from logistical challenges, team dynamics, past and current attitudes and beliefs, etc.) to assess the organization’s ability to change

- Data collected through surveys, focus groups and/or individual interviews
- Development of a change management road map
- Advising and supporting leadership as they manage the change process, including communications plans
- Implementation of programs and services to support the process in ways that build staff resilience
- Development of mechanisms to monitor the effectiveness of the process which informs ongoing decisions

Whether your organization is dealing with a major change to the direction and focus of the entire organization, or with a small change within a specific department impacting only a few employees, KonTerra will work with you to:

- Review and assess specific elements of the situation
- Put in place plans and programs to help manage and monitor the changes process
- Ensure the likelihood of success of the change process is maximized, while the negative impacts on employees and the organization are minimized

Mediation (*excluding Mediation pertaining to equal opportunity employment disputes*)

Challenging discussions, debates and issues are important elements of any successful team and organization. Occasionally they can lead to disputes and conflict between staff members. As we all know, conflict has a tendency to fester, and if left unresolved, has the potential to influence co-workers and the entire organization. Fortunately, more often than not, the parties involved are able to constructively work through the conflict. When this is not possible, mediation services can be extremely helpful when ordinary negotiations between parties fail to reach a satisfactory conclusion for everyone involved.

At KonTerra, our experts include pioneers in the dispute resolution field whose work dates back to the 1970s and includes establishing and administering large scale programs within the United States, and providing expert guidance to entities around the world for the development of mediation services. We have mediated public and private sector disputes, ranging in size and complexity from two-party/single issue to multi-party/multi-issue matters. We also have trained thousands of individuals in a broad range of conflict prevention, management and resolution theories and practices.

The KonTerra approach to mediation services generally includes:

- **Assessing the Issue** — Prior to mediating any matter, we generally conduct a thorough assessment to ensure the matter is suitable for the process and that the parties are both willing and able to participate in mediation services. To these ends, we solicit perspectives from those directly involved in the matter in private discussions. As appropriate, we also hear from others who have a stake in successful resolution. During these discussions, we provide information about the mediation process, clarify any issues or concerns and obtain informed consent of all parties for their voluntary participation.

- **Facilitated Dispute Resolution** — In our experience, the mediator’s ability to gain the parties’ trust, maintain impartiality and foster a spirit of collaboration are among the most critical elements for successful mediation services. While each process is managed to meet the particular needs of the parties, our format typically involves the following:

- 1) Introduction to mediation services
- 2) Clarification of roles and responsibilities of all participants, including the mediator
- 3) Establishment of norms for the discussion
- 4) Listening to each party’s perspectives regarding issues and interests
- 5) Facilitating the process of generating options and negotiating a durable resolution that is acceptable to all
- 6) Documenting agreements reached

Administer Written Contract – Prior to executing final agreements, we facilitate dialogue to carefully review proposed agreements to ensure that each element is both viable and sustainable. When parties reach final agreement, we document the terms in detail so that all involved have a crystal clear understanding of plans and expectations for the future. Copies of agreements are typically provided to parties engaged in mediation services and to staff members responsible for overseeing and/or supporting implementation.

Report Findings — Without compromising confidentiality as to specifics shared during the mediation process, as appropriate, and with permission from the parties, we brief management about the process outcomes.

KonTerra’s mediation services will help your organization:

- Addressing conflict in a civil, fair and balanced way
- Shift the focus away from disputes in the past, towards mutually favorable solutions
- Begin to heal damaged relationships in the workplace
- Design strategies to address the systemic causes of conflict in the future

Section 4: Labor Category Descriptions

<u>Service Area</u>	<u>Labor Category</u>
Staff Care and Resilience	<ul style="list-style-type: none"> • Organizational Resilience Advisor • Resilience Counselor • Resilience Coach
Staff Care Assessments and Consultations for Organizations and Leaders	<ul style="list-style-type: none"> • Team and Organizational Resilience/Stress Assessment and Consultation • Resilience Coach • Organizational Resilience Advisor
Voice, Video and face-to-face stress management and resilience coaching, counseling and consultation	<ul style="list-style-type: none"> • Resilience Counselor • Resilience Coach
Critical Incident Response	<ul style="list-style-type: none"> • Critical Incident Debriefing • Critical Incident Management Consultant
Pre-deployment, on assignment and post-deployment consultations	<ul style="list-style-type: none"> • Resilience Counselor • Resilience Coach
Strengthening Team Resilience	<ul style="list-style-type: none"> • Organizational Resilience Advisor • Resilience Counselor • Resilience Coach • Team and Organizational Resilience/Stress Assessment and Consultant
Executive and Management Resilience Coaching	<ul style="list-style-type: none"> • Organizational Resilience Advisor • Resilience Counselor • Resilience Coach
Peer Support Development	<ul style="list-style-type: none"> • Resilience Counselor • Resilience Coach
Virtual and on-site training, educational events and workshops	<ul style="list-style-type: none"> • Stress Management Trainer
Stress Management	<ul style="list-style-type: none"> • Resilience Counselor • Resilience Coach
Change Management	<ul style="list-style-type: none"> • Organizational Resilience Advisor • Team and Organizational Resilience/Stress Assessment and Consultant
Mediation	<ul style="list-style-type: none"> • Organizational Resilience Advisor • Team and Organizational Resilience/Stress Assessment and Consultant

Summary Description for Labor Category (Service Contract Act Equivalent title)	Required Education and Experience
<p><u>Organizational Resilience Advisor</u></p> <p><u>Detailed Position Description and functional responsibilities</u> The Organizational Resilience Advisor provides solution focused strengths based support and assistance to improve organizational resilience. Delivers high quality organizational resilience, managerial consultation and coaching services to client organization employees. These services may include, inter alia, team strengthening activities/retreats, change management interventions, conflict resolution/mediation services, and organizational assessments. Serves as the primary liaison with the client organization in the planning, implementation and development of individual and organizational resilience support services.</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Certification in executive coaching and/or certification in various organizational development tools and assessment models • Minimum years of experience: 10 years • Minimum education: Master’s Degree <p><u>Applicable Training:</u> Certification in executive coaching and/or certification in various organizational development tools and assessment models, excellent organizational and collaboration skills; experience providing a variety of organizational development/resilience services including group/team interventions, management consultations and individual executive/manager coaching; a demonstrated commitment to working with clients in a consultative manner, thinking holistically about their concerns. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments, DISC and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>
<p><u>Resilience Counselor</u></p> <p><u>Detailed Position Description and functional responsibilities</u> The Resilience Counselor provides solution focused strengths based support and assistance to improve individual and organizational resilience, and to support employees in managing work and traumatic incident related stressors. Serves as the primary liaison with the client organization in the planning, implementation and development of individual and</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years

<p>organizational resilience support services. Supports the client with one-on-one counseling sessions providing solution focused brief therapy and/or counseling to assist employees in managing work and traumatic incident related stressors</p>	<ul style="list-style-type: none"> • Minimum education: Master’s Degree <p><u>Applicable Training:</u> Licensed mental health professional. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>
<p><u>Resilience Coach</u></p> <p><u>Detailed Position Description and functional responsibilities</u> The Resilience Coach provides solution focused strengths based support and assistance to improve individual and organizational resilience, and to support employees in managing work and traumatic incident related stressors. Serves as the primary liaison with the client organization in the planning, implementation and development of individual and organizational resilience support services. Supports the client with one-on-one coaching sessions providing solution focused brief therapy and/or coaching to assist employees in managing work and traumatic incident related stressors</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master’s Degree <p><u>Applicable Training:</u> Licensed coach. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>

<p><u>Critical Incident Debriefer</u></p> <p><u>Detailed Position Description and functional responsibilities</u> Assists individuals in managing responses to critical incidents or traumatic events. Provides critical incident debriefing to individuals and groups. In the event of a major incident such as a catastrophic accident, employee death(s), natural disaster, or violent attack, provides rapid and efficient on-site or telephonic support based on needs, preferences geographic location and clinical suitability. Provision of individual and/or group debriefings. Follows the latest findings regarding clinically appropriate responses to critical incidents. We promote the provision of practical and emotional support to those affected and direct our efforts towards fostering natural resilience and coping</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master’s Degree <p><u>Applicable Training:</u> Licensed mental health professional. Proficiency in using various assessment tools and instruments including CISD Trauma Response, Strategies for Trauma Awareness and Resilience (STAR), Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>
<p><u>Critical Incident Management Consultant</u></p> <p><u>Detailed Position Description and functional responsibilities</u> Assists organizations and teams in managing responses to critical incidents or traumatic events. Provides critical incident debriefing to individuals and groups. Offers a comprehensive, organized approach for evaluating and responding to critical incidents and traumatic events. Conducts a needs-assessment, considering the immediate and potential ongoing consequences of traumatic events, and results in a management plan providing a variety of best practice crisis interventions and post-crisis treatments or interventions. Assists employers in decreasing the number of psychological casualties among employees and to return to regular business functions as quickly as possible. Actions may include immediate telephonic consultation with the person in charge on scene, victims of the incident, and other initial responders, as well as deployment to the site of the incident</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master’s Degree <p><u>Applicable Training:</u> Proficiency in using various assessment tools and instruments including CISD, Trauma Response, Strategies for Trauma Awareness and Resilience (STAR), Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>

<p><u>Team and Organizational Resilience/Stress Assessment and Consultant</u></p> <p><u>Detailed Position Description and functional responsibilities</u> Conducts team and organizational stress assessments to determine levels of stress across teams and/or organizations and to identify key stressors than can be reduced or mitigated. We review, assess and lead teams through a process to enable them to:</p> <ul style="list-style-type: none"> • Fully understand normal team process dynamics and adjust behaviors to maximize effective teamwork • Find solutions to team based stressors, focusing on individual on cumulative responsibilities • Manage expected and unplanned change effectively • Function effectively in high stress, high threat environments • Be prepared for critical incidents and understand when to seek additional support during such times • Mitigate on-going cumulative stressors resulting from organizational and intra-team dynamics • Assess and outline the current level of stress experienced by team members • Resolve conflict <p>Each assessment provides written recommendations for improving existing programs/policies and developing new initiatives to improve staff care.</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master's Degree <p><u>Applicable Training:</u> Proficiency in using various assessment tools and instruments including Team Performance Indicator. evaluation training; Emotional Intelligence Quotient; 360 Assessments; mediation; ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>
<p><u>Stress Management Trainer</u></p> <p><u>Detailed Position Description and functional responsibilities</u> Designs and delivers educational full day and half day trainings on stress management and resilience to impart skills and strengthen personal resilience. We offer orientation training services as well as on-going training resources on stress management and resilience. Our training process is engaging and interactive and can be done with groups ranging from 10 to 30 participants per session. The core purpose of these trainings is to impart skills that help manage stress and build personal resilience. Our training process includes:</p> <ul style="list-style-type: none"> • Reviewing past trainings and resources provided to staff • Designing training content to build on current knowledge base • Designing trainings based on proven techniques and 	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience living and working in high threat environments • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master's Degree <p><u>Applicable Training:</u> Adult education degrees or equivalent experience. Ability to work independently; strong leadership and program management skills; excellent training development and delivery skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>

<p>resources that immediately assist staff in developing self-care skills and plans that address current stressors and mitigate vicarious trauma, traumatic stress and on-going chronic stress.</p> <p>We provide staff care training and resources to employees in the United States and Internationally on topics such as:</p> <ul style="list-style-type: none"> • Dealing with traumatic events • Self-care skills and stress management • Managing stress in the field • Preparation for assignment • Reintegration and managing stress after assignment • Building personal resilience • Work Life balance • Compassion fatigue <p>All training exercises include a review of common effects of ongoing stress on mind, body, and spirit, and provide resources and tools that help minimize its effects, guiding participants as they develop personal stress-management plans, including ways to ensure success in implementing these plans as part of their day-to-day activities.</p>	
<p><u>Program Director</u></p> <p><u>Detailed Position Description and functional responsibilities</u></p> <p>The Program Director provides strategic, operational and technical management to KonTerra Resilience and Stress Management Professionals and Programs to ensure efficient operations, effective project management and the provision of high quality staff care services to clients. Available for crisis management and response. Responsible for short-term and long-term planning and overall management for KonTerra Resilience and Stress Management Professionals and Programs including : training/education, service delivery to staff and eligible family members, communications, program promotion, education, critical incident response support and monitoring and evaluation. Proactively engages key stakeholders throughout client organizations in relationship to available services. Responsible for overall coordination of program deliverables, products, reporting and quality assurance.</p> <p>Provides technical support to the client organizations on planning, policy development and overall service delivery. Serves as the primary spokesperson for the program.</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience working in the international development and humanitarian or emergency management sector • Experience developing and supporting staff care and staff engagement in organizations working in high stress environments. • Strong leadership and program management skills • Excellent organizational and collaboration skills • Excellent public speaking and presentation skills. • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master’s Degree

<p><u>Director of Operations</u></p> <p>Developing and implementing operational, administrative, and service delivery protocols and processes to serve client organizations and their staff members. These protocols and processes guide all areas of the service delivery ranging from internal operations to external engagements. Maintain timely, accurate records of activities within the client organization’s systems and track budget and expenditures. Ensures that all engagements are appropriately staffed. This includes overseeing all aspects of the KonTerra’s consultant roster and ensuring appropriate financial and administrative management of external consultants. Participate in established program process for critical incident response and management and evacuation support. High quality and timely service provision is expected. Depending on experience, skill and interests this support may be logistical, administrative, staffing, or client-facing. Participate in promotional and outreach activities to educate employees and family members about Program services and how to access the Program services. This may include events such as tours, presentations, brown bags, open house activities.</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience working in the international development and humanitarian or emergency management sector • Experience with staff care programs for humanitarian workers • Excellent organizational and collaboration skill • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Master’s Degree
<p><u>Program Administrator</u></p> <p><u>Detailed Position Description and functional responsibilities</u></p> <p>The Administrator provides strategic, operational and technical support to KonTerra Resilience and Stress Management Professionals to ensure efficient operations, effective project management and the provision of high quality staff care services to clients. Establishes and implement policies and procedures for project and program administration; oversees the day-to-day operations of client engagement. Ensures compliance with relevant government policies and standards Interacts with vendors, contract partners and others as necessary Markets and promotes services to clients, either through development of marketing/communications products. Coordinates clinical coverage schedules for the KonTerra</p>	<p><u>Education and Experience:</u></p> <ul style="list-style-type: none"> • Experience working in the international development and humanitarian or emergency management sector • Experience living and working overseas in high risk locations. • Experience and ability to travel to and work in high risk locations. • Minimum years of experience: 10 years • Minimum education: Bachelor’s Degree

Resilience and Stress Management Professionals; coordinates 24/7 critical incident response on-call coverage/rotation; coordinates case routing to clinicians Participates in the development of technical project plans, proposals, reports, and task order and administrative reporting. Prepare and provide various reports as requested Coordinate development of deliverables and products; ensure quality assurance of project deliverables Source resource materials for clients. Available for crisis management.

Section 5: GSA Price List

SIN 595 28:

Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services

Labor Category Title	Year 1 12/5/2012 Thru 12/4/2017
<i>Organizational Resilience Advisor</i>	\$239.29
<i>Resilience Counselor</i>	\$224.94
<i>Resilience Coach</i>	\$224.94
<i>Critical Incident Debriefing</i>	\$217.83
<i>Critical Incident Management Consultant</i>	\$218.24
<i>Team and Organizational Stress Assessment and Consultation</i>	\$218.24
<i>Stress Management Trainer</i>	\$218.24
<i>Program Director</i>	\$211.59
<i>Director of Operations</i>	\$137.26
<i>Program Administrator</i>	\$75.16