

GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST
Updated September 2, 2005



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*Schedule for Mail Management Services
Federal Supply Group 874
FSC Class: 874
DUNS Number: 006255996
Large Business Classification*

*Contract #: GS-10F-0015L
Contract Period: 9/5/05 – 9/4/10
Prices Shown Herein Are Net (discount deducted)*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database

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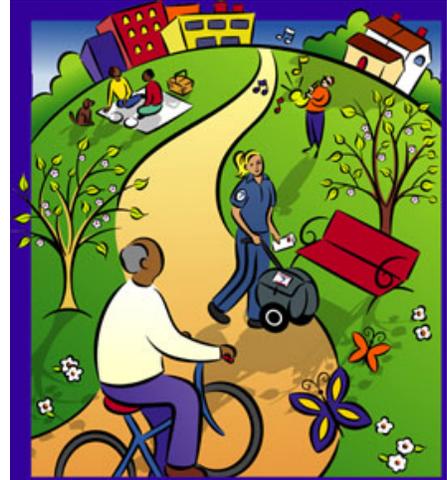
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About Ceridian Corporation

Ceridian Corporation is a premier provider of workplace effectiveness services. In 1996, Ceridian was the first winner of the U.S. Department of Labor Corporate Citizen Award for outstanding citizenship and dedication to employees and the community.

Ceridian is a leading provider of workplace effectiveness training and coaching. Our experience spans a multitude of industries and work environments, from service and manufacturing companies to government and education establishments; from small independent offices of 20 people to multi-billion dollar corporations of 100,000 people or more.



Today 8,000 companies, representing nearly eight million employees and their families, have partnered with Ceridian, benefiting from our comprehensive services and extensive resources. Our clients are located throughout the United States as well as Canada and the United Kingdom. We serve leaders in every industry and businesses of all sizes, including:

- 47 of the 2000 *Working Mother 100 Best Companies*
- 115 of the *Fortune 500*
- 44 of the *Fortune 100*
- 17 of *Fortune's 100 Best Companies To Work For*

Description of Ceridian Consulting Services

SIN 874-1

Ceridian provides expert advice, assistance and consulting to support the Federal government's management, organization and business improvement efforts. Our consulting efforts help to prevent liabilities, resolve problems, reduce costs and maximize performance. Coaching provides managers with the resources, knowledge and skills needed to enhance their performance in specific areas. Ceridian's expert consulting services specialize in three key areas: ManagerCoach™, Manager QuickStart™, and Exit Interviews™. Through our consulting and policy and program development capabilities, we are able to assist the Federal government with strategic activities, such as retention initiatives, flexible workplace options, and overall effectiveness of managers and employees.

- **ManagerCoach™**

Ceridian offers ongoing management consulting services through our ManagerCoach™ program. Understanding that managers are a critical link between employees, customers and the organization is the key premise behind this management coaching program. Often, managers may need more resources or day-to-day support than the organization can provide. ManagerCoach™ is a strategic tool that agencies can employ to strengthen this critical link within an organization. This service provides confidential, individual coaching and management consultation for executives, managers and supervisors via a toll-free number.

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- **Manager QuickStart™**

Manager QuickStart™ helps new managers get off to the right start. Our intensive three-step process provides a solid foundation for building positive working relationships between a new manager and his or her staff. Ceridian provides an expert consultant that meets separately with managers and staff to discuss key issues or concerns. The consultant helps the manager prioritize topics and coaches the manager on the most effective approaches and techniques. Finally, the group meets as a whole in an open dialogue environment. The benefits of this process are significant and provide for a variety of unique advantages, such as identifying and overcoming resentment, raising productivity and building trust. The Manager QuickStart™ process is appropriate for all levels of management, from first time supervisors to general managers and presidents.

- **Employee Retention Services**

In an employment market where low unemployment combined with high demand for technical skills makes it a challenge to attract and retain employees, turnover is a critical issues for many organizations today. Ceridian's Exit Interview™ service provides a credible, outsourced device to conduct exit interviews where an employee can be completely candid. Ceridian consultants conduct exit interviews by telephone, two weeks to three months after an employee has left the organization. We gather data on not only why an employee left, but also what prompted them to start looking for alternative employment. Following completion of the interview, we prepare a consolidated report including objective answers to question and comment. (See Support Products)

Description of Ceridian Training Services

SIN 874-4

Ceridian Corporation provides expert training services for managers and employees to meet the needs of today's constantly changing workplace. The increasing requirement for information, skills building and knowledge is an enduring necessity of managers and employees. Through our series of expert training sessions, Ceridian is able to provide single source training that focuses on the variety of challenges facing managers and workers.

Our trainers and training development staff includes highly skilled professionals with backgrounds in management skills and practices, cross-cultural business issues and professional development training. We incorporate adult learning techniques that maximize each participant's ability to retain and apply the concepts learned. Backed by our twenty years of training experience, Ceridian ensures Federal agencies receive maximum value for their training investment.

Ceridian offers a variety of training programs that address common situations affecting the workplace. Conflict, downsizing, and stress are only a few of the topics covered by our qualified staff. We also offer programs that can help agencies meet their goals for success in an increasingly competitive marketplace. Training in the areas of international business practices, effective meeting management, leading through

Ceridian's Proven Training Methodology

- Pre-Assessment of Client Needs
- Audience Targeted Training
- Interactive Learning
- Current, Up-To-Date Processes and Information
- Incorporation of Client Policies and Procedures
- Follow-Up Sessions

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change and team development are all offered to improve the effectiveness and organization of the workplace.

Some of our programs are specifically designed for managers and supervisors. Others are designed for a general audience. All of our training programs can be customized to meet the specifics of the government workplace. We can also create programs to facilitate organizational initiatives. Ceridian is committed to enhancing the professional development of both managers and employees by increasing the knowledge and skills they need to do their job effectively.

Description of Ceridian Support Products

SIN 874-5

An important aspect of Ceridian's employee retention consulting services is a systematic approach to exit interviewing, in order to uncover the root causes of turnover within an organization. In addition to our expert consultants, skilled in the process of organizational assessment and reengineering, Ceridian also offers an exit interviewing report that utilizes proven methodologies to analyze information compiled through exit interview questions.

Exit Interview Reporting Package

Following the completion of exit interviews conducted by trained Ceridian consultants, we prepare a consolidated report including objective answers to questions and comments. One report is produced as a result of conducting 10 to 30 interviews.

Ceridian consultants work with client management to apply the information contained in the report to design and implement new processes and procedures within an organization to ultimately improve employee retention – and thus overall productivity.

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Ceridian Discounted Government Pricing

Consulting Services SIN 874-1

Labor Category	Government Hourly Rate	Government Daily Rate
<i>Training Consultant</i>	<i>\$ 221.08/hr</i>	<i>\$1768.57/day</i>
<ul style="list-style-type: none"> ▪ <i>Determines client organizational development needs and creates custom training modules.</i> ▪ <i>Possesses at least 10 years of professional experience in training, organizational development or human resources management.</i> ▪ <i>Minimum of bachelor's level education, with additional specialized course work in relevant fields, including training, coaching, education, human resources, and management.</i> 		
<i>Exit Interview Consultant</i>	<i>\$ 221.08/hr</i>	<i>\$1768.57/day</i>
<ul style="list-style-type: none"> ▪ <i>Conducts exit interviews and organizational assessments with exit interview report results.</i> ▪ <i>Possesses at least 10 years of professional experience in human resources management, organizational assessment, and quality management.</i> ▪ <i>Minimum of bachelor's level education, with additional specialized graduate course work in relevant fields, including training, coaching, education, human resources, counseling and management.</i> 		
<i>ManagerCoach Consultant*</i>	<i>\$ 221.08/hr</i>	<i>\$1768.57/day</i>
<ul style="list-style-type: none"> ▪ <i>Provides individual developmental coaching to managers.</i> ▪ <i>Possesses at least 10 years of professional experience in training, organizational development or human resources management.</i> ▪ <i>Minimum of bachelor's level education, with additional specialized course work in relevant fields, including training, coaching, education, human resources, counseling and management.</i> 		
<i>Manager QuickStart™</i>	<i>\$844.28 per session</i>	
<p><i>Three-step intensive procedure that enables new managers to get off to the right start:</i></p> <ol style="list-style-type: none"> <i>1. Input session between the new manager's staff and an outside facilitator</i> <i>2. Outside facilitator meets with the new manager and presents feedback gathered in employee session</i> <i>3. New manager meets with staff to review the data, get clarification, and respond to staff feedback</i> 		
<i>Manager QuickStart™ - Train the Trainer</i>	<i>\$1965.08 per session</i>	
<p><i>Training session for up to 6 trainees to be internal facilitators. Includes observation of an actual Manager Quick Start™ process. Four hours of training and optional co-facilitation and feedback with our experienced trainer.</i></p> <ul style="list-style-type: none"> • <i>Possess at least 10 years of professional experience in training, organizational development or human resource management</i> • <i>Minimum of bachelor's level education, with additional specialized course work in relevant fields, including training, coaching, education, human resources, counseling and management</i> 		

* The Manager Coach Service may also be priced on a per-capitated basis:

Service	Government Price
ManagerCoach Service	\$486.35 per manager per year

Training Services SIN 874-4

Off-the-Shelf Training

Travel and expenses associated with providing training services to client agencies will be billed separately, in accordance with all relevant Federal regulations.

NOTE: Training sessions noted with an asterisk (*) include an additional fee of \$64.02 per person for assessment tools.

	<i>Course Title and Description</i>	<i># of Hours</i>	<i>Min. # of Participants</i>	<i>Max # of Participants</i>	<i>Rate/ Course (Year One)</i>
1.	<i>Becoming WorldWise™</i> <i>Description:</i> This session is designed as an introductory course to raise global awareness. Participants will learn information about: communication skills with people from other cultures; verbal and non-verbal communication; cultural stereotypes and values; and differing modes of operation.	8	6	25	\$4814.34
2.	<i>Bridging the Communication Gap</i> <i>Description:</i> This session reviews the basic but essential communication skills. Participants will: identify barriers to effective communication in the organization; identify nonverbal messages and apply active listening skills; and determine strategies for providing constructive feedback to employees.	4	6	25	\$874.91
3.	<i>Career Management Strategies</i> <i>Description:</i> This course is designed for any career professionals who are beginning to ask themselves what the future holds for them. Participants will: develop a profile which includes assessment of environment, values, work-life balance, interests and competencies; identify roadblocks to their career development; and develop an individual career plan and strategies for implementation.	8	6	25	\$3414.32
4.	<i>Coaching Skills: Developing & Motivating Your Staff</i> <i>Description:</i> This session is geared toward managers who are interested in developing, inspiring and motivating their staff to exceed expectations. This class enables managers to assist employees in their professional development and motivate their staff through a variety of proven techniques.	4	6	25	\$977.63

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5.	<i>Conducting Performance Appraisals</i> <i>Description:</i> Supervisors routinely rate conducting performance reviews as one of their least favorite tasks. This course will allow managers to identify potential liability issues and describe how to avoid them. It will also instruct on how to conduct the performance review meeting, respond to negative reactions during the review meeting and enhance the effectiveness of the performance review process.	4	6	25	\$977.63
6.	<i>Conflict Management</i> <i>Description:</i> This session focuses on how to resolve conflicts and foster a productive work environment. Participants will be able to: identify their own style of dealing with conflict; respond appropriately to others' anger; eliminate self-destructive behaviors; deal with common reactions to conflict and repair damaged relationships.	4	6	25	\$874.91
7.	<i>Coping with Change</i> <i>Description:</i> This participatory session provides a constructive forum in which to discuss current organizational changes, their impact on individuals and effective coping strategies for managing stress. Employees will recognize the normal reactions individuals have to change and generate and utilize positive coping strategies.	4	6	25	\$874.91
8.	<i>Country/Region Focus Training</i> <i>Description:</i> This session gives employees an in-depth look at any country or region or the world. Participants will learn how to fine-tune communication skills to communicate effectively in the target culture, and how perceptions and business values compare to those of the target culture.	8	6	25	\$5403.85
9.	<i>Dealing with Difficult Customers</i> <i>Description:</i> Participants will learn to read behaviors, register their own emotional response, and respond in a manner that promotes problem resolution instead of escalating conflict.	4	6	25	\$972.66
10.	<i>Dealing with Difficult People</i> <i>Description:</i> Participants will be able to describe the factors of human behavior that cause people to become difficult, identify their own hot buttons and comfort level with conflict, and know how to maintain and regain control when tempers flair.	4	6	25	\$972.66

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11.	<i>Delivering Outstanding Customer Service</i> <i>Description:</i> This session enables participants to display a professional image for your organization, exhibit effective communication skills, and handle difficult situations while preserving the customer relationship, and build customer rapport and loyalty.	4	6	25	\$977.63
12.	<i>Developing Leadership Skills Using Leadership Assessment Tools</i> <i>Description:</i> In this session participants will complete an assessment based on competencies that will help to identify critical leadership traits. Participants will define desired leadership behaviors and identify gaps; prepare an individual development plan to best meet organization and individual needs; and provide the framework to communicate and implement the leadership vision.	4	6	25	\$977.63
13.	<i>Expatriate Training</i> <i>Description:</i> This training is designed for expatriates and partners. Participants will learn important information about: daily living in the target culture; successfully doing business in the target culture; lessening the impact of culture shock; and preparing the family to be self-sufficient in the host country.	8	6	25	\$3694.27
		16	6	25	5163.14
14.	<i>Global Success Strategies™</i> <i>Description:</i> Building on the concepts developed in Becoming WorldWise™, this session introduces managers to the ways in which management styles play out on the international stage. Participants will learn how cultural baggage affects management styles, management styles of international business associates and the impact of cultural values around the world on business relationships.	8	6	25	\$4814.34
15.	<i>Improving Team Effectiveness Using Behavioral Style</i> <i>Description:</i> This session teaches how to analyze the collective preferences on a team in order to discover and appropriately manage potential strengths and weaknesses. Participants will be able to build an objective framework for dealing with conflict and understand how different perspectives and methods can lead to useful and effective problem solving.	4	6	25	\$977.63
16.	<i>Improving Performance through Constructive Feedback</i> <i>Description:</i> This training session focuses on the essentials of effectively managing performance, communicating clear expectations through constructive feedback and creating effective performance improvement plans. Participants will be able to define the progressive discipline process, handle difficult emotional responses from employees, and implement an effective performance improvement plan.	3-1/2	6	25	\$977.63

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17.	<i>Coaching Employees in Career Development</i> <i>Description:</i> This course provides a strong foundation upon which to build a high-performing, value-added team. Participants will develop an understanding of how to align an employee's personal career goals with those of the organization, initiate conversations about skill development and performance, and coach employees in setting career goals.	4	6	25	\$1,089.00
18.	<i>Managing in a Flexible Workplace</i> <i>Description:</i> This session covers a broad array of flexibility options, including flextime, compressed workweeks, telecommuting, part-time, job-sharing, phased retirement, leave time and work sharing. Participants will learn to manage off-site employees, ensure coverage with flexible schedules, and select flexible work arrangements that meet the needs of the organization and the individual.	4	6	25	\$1,965.04
19.	<i>Managing Performance Issues</i> <i>Description:</i> This course teaches managers how to recognize performance problems early and address the behaviors through an effective performance improvement process. This is an excellent course for supervisors who have had little experience addressing performance problems or who are uncomfortable dealing with employee reactions to the performance improvement process.	6	6	25	\$1567.15
20.	<i>Meeting Management Part I: Basic Skills</i> <i>Description:</i> This session focuses on overcoming inefficient meeting practices by clarifying the roles of participants, planning appropriately for the meeting, and effectively managing difficult behaviors, resulting in shorter, more productive gatherings.	3-4	6	25	\$874.91
21.	<i>Meeting Management Part II: Problem-Solving and Decision-Making Processes</i> <i>Description:</i> This training is designed for managers and supervisors, intact work groups and task force members. Participants will learn a systematic, problem solving process, how to action plan solutions to be implemented, and a variety of methods to enhance the decision making process.	3-4	6	25	\$972.66
22.	<i>Negotiating a Flexible Work Arrangement</i> <i>Description:</i> This training is designed to help employees prepare proposals for flexible work arrangements that meet business goals and objectives. Participants will be able to understand the business case for workplace flexibility and choose the flexible work option that best meets their individual and business needs.	2-1/2	6	25	\$1965.04

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23.	<i>Negotiating Conflict</i> <i>Description:</i> Managers will be able to assess their preferred style in managing conflicts, consider when one mode of conflict management might be preferred over another, utilize a problem-solving process, overcome roadblocks in the resolution process and negotiate conflicts between employees.	4	6	25	\$977.63
24.	<i>Preventing Workplace Burnout</i> <i>Description:</i> This session will be a first step in addressing some of the factors in an organization that contribute to burnout. Participants will review the symptoms of burnout, optimal stress and the stress response. Workplace based causes of burnout will be identified and action plans will be generated to resolve these issues and reduce burnout potential.	4	6	25	\$782.04
25.	<i>Repatriation Training</i> <i>Description:</i> Participants will learn to identify professional and personal skills gained during the assignment, recognize how the assignment has changed their perceptions of self, family, work and the U.S., and strategize for effective re-entry which will enable them to be proactive in managing their careers.	8	6	25	\$2751.05
26.	<i>Stress Management:</i> <i>Description:</i> This session reviews symptoms of stress, the stress response, holistic theory and the impact of changing a stressful situation. Participants will identify their personal causes of stress and create strategic plans to manage stress.	4	6	25	\$782.04
27.	<i>Thinking Creatively: Using Creativity in Problem Solving</i> <i>Description:</i> This humorous, upbeat session will help participants: identify their own mental locks that prevent them from thinking creatively; apply techniques to overcome those mental locks and foster creativity; and create a work environment that encourages creative thinking.	4	6	25	\$927.66
28.	<i>Transition Management</i> <i>Description:</i> This session provides managers with strategies and tactics to help the organization and its employees manage during change. Participants will: learn an organizational change model that provides a context for understanding today's continuously changing business environment; develop skills for assessing how change is affecting organizational and individual performance; and develop strategies to leverage the new opportunities change can provide.	4	6	25	\$1080.77

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29.	<i>Using Behavioral Style to Explore Individual Differences</i> <i>Description:</i> This session provides the opportunity to examine differences using a non-gender, non-race based tool. Participants will learn: how individuals gather and process information differently from each other; the importance of others' perceptions well as self-perception in managing interpersonal situations; and strategies for improving communication and increasing interpersonal effectiveness.	3-1/2	6	25	\$879.38
30.	<i>What I Meant Was... Basic Communication Skills</i> <i>Description:</i> This session reviews basic but essential verbal communication skills. Participants will be able to; identify barriers to effective verbal communication; distinguish between helpful and non-useful feedback, and apply active listening skills to ensure correct interpretation of others' messages.	4	6	25	\$782.04
31.	<i>Workplace Violence Prevention and Intervention</i> <i>Description:</i> This training session educates managers and supervisors about the following: different types of violence that can be encountered; liabilities and costs to both the organization and the individual; methods of recognizing potential violent employees and customers; methods to prevent the occurrence of workplace violence; and procedures for responding to incidents of workplace violence and other crises.	3-1/2	6	25	\$2456.34
32.	<i>Workplace Violence Prevention (employee session)</i> <i>Description:</i> This training program is designed to prepare your employees to effectively handle difficult, angry, hostile and potentially violent individuals. The training is based on threat recognition, personal safety tactics and verbal skills which have proven to be effective in defusing violent incidents.	4	6	25	\$2456.34
33.	<i>Managing Potentially Violent Customers, Clients and Visitors</i> This session is designed for employees who interact with the general public on a daily basis. Participants will learn to effectively handle difficult, angry, hostile and potentially violent individuals or situations. Defusing situations through verbal communication and body language are reviewed along with methods to make yourself a hard target.	4	6	25	\$2456.34
34.	<i>Crisis Management Team Training</i> This session reviews the role and purpose of the crisis management team; how to develop, implement and monitor a workplace violence program; profiles of potentially violent employees; how to identify warning signs of potentially violent behavior and how to manage threats and traumatic events.	16	6	25	\$4912.69

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35.	<i>Writing to Get Things Done</i> This training is designed to assist managers and employees in developing their written communication skills through a pre-session writing analysis, a skill-building training session and a follow up coaching session.	8	6	25	\$2456.30
36.	<i>Exploring Diversity</i> This course provides employees with a basic understanding of the primary and secondary dimensions of diversity and how it differs from Affirmative Action and Equal Employment Opportunity. The strategic importance of diversity is reviewed and participants are challenged to explore the origins of their attitudes and assumptions towards those who differ from themselves.	4	6	25	\$874.91
37.	<i>Understanding and Managing Diversity</i> Managers are provided with a basic understanding of the primary and secondary dimensions of diversity and how it differs from Affirmative Action and Equal Employment Opportunity. Participants will review the strategic importance of diversity and the origins of their beliefs and attitudes about others who are different from themselves. Leadership's role in creating an inclusive environment is explored and attendees will generate action plans that promote and foster an inclusive work environment.	4	6	25	\$972.66
38.	<i>Notification Strategies: Delivering a Difficult Message</i> This session is designed to prepare managers and supervisors to conduct termination meetings in the event of a downsizing. Participants review their role, what needs to be communicated to the employee, and how to handle reactions that both victims and survivors may have to the process.	4	6	25	\$879.38
39.	<i>Creating a Positive Work Environment</i> Designed for intact work groups, this session provides an introduction to team development reviewing the qualities of a healthy work environment and the stages of team growth. Participants will generate team values and guidelines for interaction within the work group to establish a productive, comfortable work environment.	4	6	25	\$879.38
40.	<i>Balancing Shift Work and Family/Personal Life</i> This session is designed for managers and employees working non-traditional hours. Participants will identify the challenges of shift work; review information regarding sleep, health and nutrition; and identify techniques to improve the quality of family and personal life.	1-1-1/2	6	25	\$879.38

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41.	<i>Work/Life Balance</i> This course provides participants with the opportunity to examine their values and goals regarding work/life balance and implement a variety of techniques to reduce stress and increase control of their lives.	4	6	25	\$879.38
42.	<i>A Personal Guide to Managing Change</i> A seminar for employees experiencing a change at work or in their personal lives. Work changes may include impending job loss, relocation, merger and acquisitions, increased work demands due to downsizing, etc. Personal changes may include divorce, death of loved ones, change in financial status, etc. What's covered: reactions to change, process of change, strategies for coping, and tools for taking care of self.	1-1-1/2	6	25	\$491.27
43.	<i>After the Change: Adjusting to the "New" Work Environment</i> A seminar for employees who have experienced workplace change and would like some ideas for re-motivation. What's covered: the aftermath of workplace change, including the phases of the "survivors" experience, strategies for adjusting to the "new" environment, understanding the balance between "loyalty" and "commitment", and ideas for recommitting to the job while honoring one's principles.	8	6	25	\$491.27
44.	<i>Balancing Shiftwork and Family/Personal Life</i> A seminar for employees who work non-traditional hours and want a basic overview of how to manager their work schedules and personal/family responsibilities. What's covered: strategies for getting quality sleep and managing nutrition, alertness on the job and communication with key people in your life.	1-1-1/2	6	25	\$491.27
45.	<i>Building Healthy Personal Relationships</i> A seminar for anyone who wants to learn the basic key elements of successful interpersonal relationships with family, friends and co-workers. What's covered: characteristics of healthy relationships, strategies for sustaining and growing relationships, and ideas for coping with difficult situations.	1-1-1/2	6	25	\$491.27
46.	<i>Concepts for Planning and Prioritizing</i> A seminar for anyone who wants ideas about how to plan and prioritize more effectively at work (concepts can be applied to personal/family life, as well). What's covered: time management concerns, including strengths and areas for improvement, link between personal values and use of time, prioritizing tool to analyze current time use and system for categorizing tasks according to time-sensitivity and importance.	1-1-1/2	6	25	\$491.27

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47.	<i>Getting Your Message Across Assertively</i> A seminar for anyone who wants ideas for communicating confidently with family, friends and co-workers. What's covered: definition of assertiveness, how to develop an assertive attitude and image, techniques for communicating effectively, how to cope with criticism, how to say "no" and how to ask for what you need.	1-1-1/2	6	25	\$491.27
48.	<i>Goal Setting for Success at Work</i> A seminar for anyone who is interested in learning a process for developing work goals (concepts can be applied to personal life, as well). What's covered: definition of success, identification of personal values and mission statement, tools for creating SMART goals and action plans and strategies for sustaining commitment to goals.	1-1-1/2	6	25	\$491.27
49.	<i>Helping Your Family Cope with Workplace Change</i> A seminar for employees who are experiencing some form of workplace change, including: downsizing, re-engineering, merging, relocation, etc. What's covered: impact of workplace change on families, including how children respond to parental stress, workplace stress and the employee, how families typically deal with anxiety and how to give and get support from your family.	1-1-1/2	6	25	\$491.27
50.	<i>Managing Emotions at Work</i> A seminar for anyone who is looking for ideas to control feelings on the job (concepts can be applied to personal life, as well). What's covered: components of emotional intelligence, situations at work that trigger emotional reactions, strategies for enhancing emotional intelligence, techniques for understanding and managing your feelings, and optional sections on dealing with anger and responding to co-workers' emotions.	1-1-1/2	6	25	\$491.27
51.	<i>Managing Stress: The Road to Resiliency</i> A seminar for anyone who wants to understand the effects of chronic stress on work, self, and family, and would like ideas about how to develop resiliency and feel more in control of life. What's covered: definition of stress, cost of stress in professional and personal life, short and long-term strategies for developing resiliency as a way to cope with work and personal life stress.	1-1-1/2	6	25	\$491.27

FSS Authorized Government Pricelist – MOBIS

	<i>Course Title and Description</i>	<i># of Hours</i>	<i>Min. # of Participants</i>	<i>Max # of Participants</i>	<i>Rate/ Course (Year One)</i>
52.	<i>Organizing Your Paperwork and Electronic Documents: Form Clutter to Control</i> A seminar for anyone who wants to learn how to manage paper and information at work (concepts can be applied to personal/family life, as well). What's covered: tools for getting organized and managing paper flow and electronic documents, method for determining which papers to keep and which to toss or delete, and how to create a filing system to fit personal work needs.	1-1-1/2	6	25	\$491.27
53.	<i>Overcoming Burnout</i> A seminar for anyone who wants to understand the basics of dealing with emotional, physical and mental aspects of exhaustion at work and in personal life. What's covered: definition, symptoms and causes of burnout, techniques for coping and taking care of self and strategies for rekindling enthusiasm for your work and relationships.	1-1-1/2	6	25	\$491.27
54.	<i>Setting Limits and Delegating</i> A seminar for anyone who wants ideas about how to set limits and delegate at work and at home. What's covered: barriers to setting limits and delegating in work and personal life, tips for setting limits and delegating, and assertive techniques to manage time more effectively.	1-1-1/2	6	25	\$491.27
55.	<i>Stop Putting It Off</i> A seminar for anyone who wants to understand the tendency to let tasks and decisions slide and would like ideas about how to overcome procrastination and be more productive. What's covered: costs of procrastination in professional and personal life, a model for overcoming procrastination, and identification of tasks that have been put off.	1-1-1/2	6	25	\$491.27
56.	<i>The Basics of Collaborative Problem Solving</i> A seminar for anyone who is looking for a basic model for problem solving when there's conflict with family, friends and co-workers. What's covered: definition of collaborative problem solving, process of problem solving, applying the model to case studies and strategies for a win/win outcome.	1-1-1/2	6	25	\$491.27

Agency will be charged 20% of the cost of any training sessions numbered in the price list from 1 - 41 cancelled or rescheduled within 14 to 3 days of the date of delivery and will be charged full cost for any training cancelled within 48 hours of the date of delivery.

Customized Training

Ceridian expert consultants are available to tailor any of our standard courses to meet the needs of Federal agencies, or develop new curricula in order to explore areas of particular relevance to the government customer.

<i>Labor Category Offered</i>	<i>Government Hourly Rate Offered</i>	<i>Government Daily Rate Offered</i>
<i>Training Consultant</i>	<i>\$ 221.08/hr</i>	<i>\$1768.57/day</i>

Support Products SIN 874-5

<i>Item</i>	<i>Quantity</i>	<i>Govt Price</i>	
<i>Exit Interview Package¹</i>	<i>Package of <u>10</u> Exit Interviews</i>	<i>\$957.98 per package</i>	<i>\$58.95 per additional interview over 10²</i>

- 1 Exit Interview Packages must be purchased with at least one hour of Exit Interview Consultant time.*
- 2 With the purchase of 15 Exit Interview Packages (i.e. 150 interviews) in the same or nearby geographic location, Ceridian will offer a 16% discount for additional interviews (\$49.52 in lieu of \$58.95).*

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Ordering Information/Customer Information

- 1a. Special Item Numbers (SIN)
 - SIN 874-1 Consulting Services – p. 2
 - SIN 874-4 Training Services – p. 3
 - SIN 874-5 Support Products – p. 4
- 1b. Lowest Priced Model Number: N/A
2. Maximum Order: \$1,000,000
3. Minimum Order: \$300.00
4. Geographic Coverage: Worldwide
5. Point of Production: Minneapolis, MN
6. Statement of Net Price: Discount deducted
7. Quantity Discount: 16% only for SIN 874-5 (see terms on p. 17)
8. Prompt Payment Terms: Net 30 days
9. Government Commercial Credit Card: Ceridian Corporation will accept VISA or MasterCard.
- 9a. Discount for payment by Government commercial credit card: None
10. Foreign Items: None
- 11a. Time of Delivery: Determined by Individual Order
- 11b. Expedited Delivery: Determined by Individual Order
- 11c. Overnight and 2-Day Delivery: Determined by Individual Order
- 11d. Urgent Requirements: Determined by Individual Order
12. FOB Points: Destination
13. Order Address:
 - Adrienne Bacchus
 - 2107 Wilson Blvd
 - Arlington, VA 22201
14. Payment Address:
 - Ceridian Corporation
 - 3311 East Old Shakopee Road
 - Minneapolis, MN 55425
15. Warranty Provision: Standard and Commercial Warranty
16. Export Packing Charges: N/A
17. Terms/Conditions of Government Commercial Credit Card Acceptance: None
18. Terms/Conditions of Rental: N/A
19. Terms/Conditions of Installation: N/A
- 20a. Terms/Conditions of Spare Parts: N/A
- 20b. Terms/Conditions of Other Services: Standard MOBIS Terms
21. List of Service/Distribution Points: N/A
22. List of Participating Dealers: N/A
23. Preventive Maintenance: N/A
24. Year 2000 Compliant: Yes
25. Environmental Attributes: N/A
26. Data Universal Number: 0062559966
27. Central Contractor Registration: Ceridian Corporation is registered in CCR
Cage Code 1LPN4.