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Corporate GSA Manager

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Period of Performance: January 11, 2006-November 14, 2010

MOBIS
Contract No:
GS-10F-0057L



Preface

Government Managers face ever-changing challenges on a daily basis. Having the quality MOBIS personnel ready to support mission requirements and respond to the public agenda can lessen management stress.

ALUTHQ BUSINESS SOLUTIONS now has a General Services Administration (GSA) MOBIS Schedule that runs through November 2010. This schedule allows Managers to cut through the acquisition process, get the Training and Consulting personnel they need and proceed with accomplishing their goals.

The advantages of using the ***ALUTHQ BUSINESS SOLUTIONS*** MOBIS Schedule is that GSA has already done the hard part, that is, they have set up a contract with all the terms and conditions defined. This enables you and your agency to keep paperwork to a minimum.

ALUTHQ BUSINESS SERVICES MOBIS SCHEDULE Advantages:

- ✓ No need to synopsize requirements in CBD.
- ✓ No need to search out vendors to fill needs.
- ✓ Fast response (usually within 10 –15 days); faster if required.
- ✓ Able to place an order and invoice electronically (EDI).
- ✓ Able to use government credit card.
- ✓ No dollar limitation. Each order can be up to \$1 million dollars or more.
- ✓ Can set up a Blanket Purchase Agreement (BPA) for recurring requirements with minimal paperwork and effort.

Thank you
LeTasha Freeman
Corporate GSA Manager, ***ALUTHQ BUSINESS SERVICES***



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Customer Information

- 1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
SIN 874 1RC: Consulting Services
SIN 874 2RC: Facilitation Services
SIN 874 3RC: Survey Services
SIN 874 4RC: Training Services
SIN 874 7RC: Program and Project Management
- 1b. LOWEST PRICED CATEGORY/MODEL NUMBER AND PRICE FOR EACH SIN:
(Not Applicable)
- 1c. Labor Categories:

Team Leader

Team leaders are senior consultants that manage multiple consultants on larger projects. They must meet the senior consultant criteria and be capable of managing larger contracts.

Senior Consultants

Must have experience in excess of 5 years in Managerial, Organizational Business Improvement Services, and possess a Ph.D. or 7 years with a Masters degree or 15 years with a Bachelor s degree.

Management consultants

Must have experience in excess of 3 years in Managerial, Organizational Business Improvement Services, and possess a Ph.D. or 5 years with a Masters degree or 10 years with a Bachelor s degree.

Documentation Manager

An employee who has more than 5 years of experience in documentation and management, including preparation, organization, review, distribution, authentication, change control, and archiving.

Technical Writer

Must have 2 years experience in technical writing and a Bachelors Degree.

Technical Writers will develop, write, and edit material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. Observes production, developmental, and experimental activities to determine operating procedure and detail. Interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods.

Support Personnel



This employee who will provide clerical or administrative efforts in support of others. Must have a high school diploma and at least 1 year in a related position.

2. MAXIMUM ORDER PER SIN*: **\$1,000,000.00**
3. MINIMUM ORDER: **\$300**
4. GEOGRAPHIC COVERAGE:
All Domestic 50 states
5. POINT(S) OF PRODUCTION: **N/A**
6. DISCOUNT FROM LIST PRICES: **Prices shown are net, discounts have been deducted**
7. QUANTITY DISCOUNT(S): Already include in price.
8. PROMPT PAYMENT TERMS: **Net 30**
- 9.a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.
- 9.b. Government Purchase Cards **are** accepted above the micro-purchase threshold.
10. FOREIGN ITEMS: **None**
- 11a. DELIVERY/START-UP: **Per SOW**
- 11b. EXPEDITED START UP: **Negotiated at task order level**
- 11c. OVERNIGHT AND 2-DAY DELIVERY: **None**
- 11d. URGENT REQUIRMENTS: **N/A**
12. FOB POINT: **N/A**
- 13a. ORDERING ADDRESS:
**Alutiiq Business Solutions, LLC
3909 Arctic Blvd, Suite 400
Anchorage, AK 99503**
14. PAYMENT ADDRESS:
**Alutiiq Business Solutions, LLC
3909 Arctic Blvd, Suite 400
Anchorage, AK 99503**
15. WARRANTY PROVISION: **Per SOW**



16. EXPORT PACKING CHARGES: **N/A**
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (any thresholds above the micro- purchase level): **N/A**
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): **N/A**
19. TERMS AND CONDITIONS OF INST ALLA TION (IF APPLICABLE): **N/A**
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): **N/A**
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): **N/A**
21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): **N/A**
22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): **N/A**
23. PREVENTIVE MAINTENANCE (IF APPLICABLE): **N/A**
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): **N/A**
- 24b. Section 508 Compliance for EIT: **N/A**
25. DUNS NUMBER: **79-5021968**
26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: **Alutiiq Business Solutions, LLC is registered in the CCR**

Trade Agreement Act of 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

Use of Federal Supply Service MOBIS Schedule Contracts

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- ✓ Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- ✓ After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- ✓ Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- ✓ Offer the lowest price available under the contract; or
- ✓ Decline the order (orders must be returned in accordance with FAR 52.216-19).

Security Requirements

In the event security requirements are necessary, the ordering activities may incorporate in their delivery order(s), a security clause in accordance with laws, regulations and individual agency policy; however, the burden of administrating the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten per cent (10%) or \$100,000 of the total value of the order, whichever is less.



Contract Administration for Ordering Officers

Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Office under provisions of FAR 52.212-4, paragraphs (l) Termination for the Government's Convenience and (m) Termination for Cause.

GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to **ALUTHQ BUSINESS SOLUTION**'s schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to: Search by **ALUTHQ BUSINESS SERVICES** name or contract number to view or download its complete GSA approved price list with terms, conditions and up-to-date pricing. Perform various searches across all contracts including.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (example: Netscape). The Internet address is: <http://www.fss.gsa.gov/>.

Purchase of Incidental, Non-Schedule Items

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order provided that the items are clearly labeled as such on the order, all applicable regulations have been followed and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

Blanket Purchase Agreements (BPAs)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of BPAs under the Federal Supply Schedule Program is authorized in accordance with FAR 13.2029(c) (3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the application schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract based on the potential volume of business that may be generated through such an agreement regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate



volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. Please see the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts and delivery locations and times

Contractor Team Arrangements

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules.

Terms and Conditions

Scope

The prices, terms and conditions stated apply exclusively to services within the scope of this MOBIS Schedule. ***ALUTHQ BUSINESS SERVICES*** will provide services at the Government location or at the company’s facility as agreed to by ***ALUTHQ BUSINESS SERVICES*** and the ordering office.

Ordering Procedures

Procedures for services priced on GSA schedule at hourly rates. FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that are priced on schedule at hourly rates. These special ordering procedures that are outlined herein take precedence over the procedures in FAR 8.404. The GSA has determined that the rates for Mobis Services contained in this pricelist are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.



When ordering Mobis Services ordering offices shall:

Prepare a Request for Proposal (RFP)

A Request for Proposal (RFP) should be prepared that includes the performance-based SOW and requests ***ALUTHQ BUSINESS SERVICES*** to submit either a firm-fixed price or a ceiling price to provide the services outlined in the SOW. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost which with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-material proposal may be requested. The firm-fixed price shall be based on the hourly rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform services described in the SOW.

The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor hour and time and material orders. The RFP may request ***ALUTHQ BUSINESS SERVICES***, if necessary or appropriate, to submit a project plan for performing the task and information on the company's experience and/or past performance performing similar tasks.

The RFP shall notify ***ALUTHQ BUSINESS SERVICES*** what basis will be used for selecting the Contractor to receive the order. The notice shall include the basis for determining whether the companies are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical acceptability of responses.

Transmit the RFP to Contractors

Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the Contractors who appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as Contractors' locations, as appropriate).

The RFP should be given to three (3) Contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not to exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the RFP should be provided to additional Contractors who offer services that will meet the agency's needs. Ordering offices should strive to minimize the Contractors' costs associated with responding to RFPs for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement.



Evaluate proposals and select the Contractor to receive the order

After responses have been evaluated against the factors identified in the RFP, the order should be placed with the Schedule Contractor who represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs.

The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall inform Contractors in the RFP (based on the agency's requirements) if a single BPA or Multiple BPAs will be established and indicate the basis that will be used for selecting the Contractors to be awarded the BPAs.

SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The Schedule Contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.

MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which Contractors can meet any technical qualifications before establishing BPAs. When multiple BPAs are established, the authorized users must follow the procedure in (3) (ii) (b) above and then place the order with the Schedule Contractor who represents the best value and results in the lowest overall cost alternative to meet the agency's needs.

Review BPAs periodically. Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value (considering lower price, special qualifications, etc.) and results in the lowest overall cost alternative to meet the agency's need.

The ordering office should give preference to small business concerns when two or more Contractors can provide the services at the same firm-fixed price or ceiling price.

When the ordering office's requirement involves both products as well as IT Professional Services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the Contractor who represents the greatest value in terms of meeting the agency's total needs.

The ordering office, at a minimum, should document orders by identifying the Contractor the services were purchased from, the services purchased and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for



the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-threshold, the order file should document the evaluation of Schedule Contractors' proposals that formed the basis for the selection of the Contractor who received the order and the rationale for any trade-offs made in making the selection.

Ordering Procedures for Other Services Available on Schedule at Fixed Prices for Specifically Defined Services or Tasks

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

Orders

Agencies may use written orders, EDI orders, blanket purchase orders, individual purchase orders, or task orders for ordering services under this contract. BPAs shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks that extend beyond the fiscal year for which funds are available shall include FAR 52.232-19, Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

Conflicts of Interest

Definitions

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed Government contract, without some restrictions on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive



advantage to the Contractor or its affiliates or (ii) impair the contractor's or its affiliates' objectivity in performing contract work.

To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

Invoices

ALUTHQ BUSINESS SERVICES, upon completion of the work ordered, shall submit invoices for Mobis Services. The ordering office on individual orders, if appropriate may authorize progress payments. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

Payments

For firm-fixed price orders the Government shall pay ***ALUTHQ BUSINESS SERVICES***, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) Alternate II (JAN 1986) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

Resumes

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

Incidental Support Costs

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

Approval of Subcontracts

The ordering activity may require that ***ALUTHQ BUSINESS SERVICES*** receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.



Prices

	<u>Government Hourly Rate Offered</u>	<u>Government Daily Rate Offered</u>
➤ Team Leader:	\$235.01	\$1,880.08
➤ Senior Consultant:	\$207.36	\$1,658.88
➤ Management Consultant:	\$179.72	\$1,437.76
➤ Documentation Manager:	\$76.03	\$ 608.24
➤ Technical Writer:	\$44.24	\$ 353.92
➤ Support:	\$33.18	\$265.44

Price Schedules for SIN 87404

Training Services

Applied MBTI Training \$2,543.67

This hands-on, participant center workshop, synthesizes four functional leadership temperaments from the 16 MBTI Types. Building on skills learned in introductory MBTI training, managers learn how to use type and temperament cues to assess:

- Assets and Liabilities of the Types in Leadership Roles
- Analysis of Fit between individuals and their managers or work units
- Temperament and Function in Organizations through a combination of mini-lecture and break out exercise, managers get hands-on experience with:
 - Case Studies
 - Giving corrective Feedback
 - Giving Positive Feedback
 - Action Planning

Change Management \$2,211.90



The Change Management workshop concentrates on the following:

- 1) Preparing for the change process
 - a) Create the commitments and resources required for success
 - b) Create organizational momentum
- 2) Define where you want to go
 - a) Objectives, boundaries and time frame
- 3) Define where we are
 - a) Organizational constraints, organization capacities
- 4) How to get from here to there
- 5) Implementing your change
- 6) Celebrating the change
- 7) Learning and making course corrections

Behavioral Interviewing for Effective Hiring \$5,529.73

Behavioral Interviewing for Effective Hiring provides a foundation in the most effective hiring strategy short of an actual trial period on the job: Behavioral Interviewing. This program applies behavioral modeling to teach participants:

- 1) How to avoid costly bad hires
- 2) The 9 step Behavioral Interview process
- 3) The importance of the application
- 4) How to use interviews to investigate past performance:
 - a) the best measure of future performance
- 5) How to use the TORC method to conduct reference checks that really tell you something
- 6) By letting you practice these new behavioral interviewing skills in a non-threatening environment
- 7) How to develop a plan to use these skills in your next hiring situation.

Using Principled Problem Solving to Resolve Conflicts \$2,211.90

Using Principled Problem Solving to Resolve Conflicts guides participants through old ways of resolving conflict to new methods based on enduring principles. Anchored in behavioral modeling, this event covers:

- 1) Core communication principles
- 2) Pros and cons of four standard strategies
- 3) Five principle-based behaviors for resolving conflict
- 4) Practice, preparation and coaching
- 5) Video feedback in which participants review videos taken of them while working conflict scenarios. (Fortunately, or unfortunately, the camera never blinks!).

Training for Interpersonal Communication \$2,211.90



Using Training for Interpersonal Communication uses behavioral modeling to help participants journey to successful interpersonal communication. The program provides:

- 1) Overview of important steps and behaviors to successful workplace communication;
- 2) Four core communication principles and behaviors that demonstrate them;
- 3) Positive communications skills video;
- 4) Scenario practice, preparation and coaching regarding the skills; and
- 5) Video feedback in which participants review videos taken of them while working conflict scenarios. (Fortunately, or unfortunately, the camera never blinks!).

Intact Team Training for Team Building \$2,211.90

The Intact Team Training Series concentrates on groups of participants that actually work together on a daily basis or at least interact enough to need to explore the given topic together. Intact Team Training for Team Building is adaptable to different groups for different needs and exact agenda is generally designed with customer input. Pending customer preferences and needs, Team Building applies multiple approaches to help leaders and employees work more effectively among peers and/or vertically ; these include, but are not limited to:

- 1) Conceptual presentation of key elements for effective working groups;
- 2) Personality style inventories;
- 3) Experiential challenges indoors or outside, including high and low circumstances;
- 4) Group discussions on important current dynamics in the working group;
- 5) Develop custom team building sessions for clients and more.

Training for Empowerment \$2,211.90

Training for Empowerment provides participants understanding and experience in empowering themselves and their employees both in attitudes and in on-the-job performance.

It combines empowerment theory with field of play perspectives, and includes:

- 1) Laying basic groundwork for understanding how people energize and demoralize each other;
- 2) Discussing how clarity in field of play at work adds to both performance output and increases positive outlook;
- 3) Stories and role plays;
- 4) Small group discussions and brainstorming;
- 5) Actual practice in applying principles; and
- 6) Setting goals and action plans to transfer the day s learning s to the workplace.

NOTE: While not mandatory, this event is distinctly more potent when participants are from the same organization.

Best Behavior \$1,050.65



If your organization is struggling with increasing informality, rudeness, or even harassment, consider Best Behavior, a two-hour awareness program designed to teach civility skills in the workplace.

- Sexual harassment, violence prevention, and diversity issues are all addressed in this motivating exploration of respect and individual dignity in the work environment.
- Best Behavior is based on the principle that all civil behavior boils down to two words: be nice. Participants will learn how to use the simple dictates of the Golden Rule to take time for the human moment at work, to change their own behavior, and to cope with rudeness in others.
- Best Behavior defines rudeness and incivility and examines their impact on productivity, morale, and retention.
- The program also identifies the factors that can lead to an increase of incivility in the workplace such as stress, time pressures, ignorance, and informality.
- Finally, the program examines professional behaviors and guidelines for appropriate physical and verbal behaviors.
- Role plays are used to demonstrate appropriate and inappropriate behaviors.

Best Practices A Celebration of Customer Service \$1,327.13

Your organization's success is a function of how well your staff satisfies your customers and satisfied customers are the result of outstanding customer service.

- Best Practices is a celebration of service that is designed to fire up your service providers and help them focus on serving and satisfying customers by starting from the inside, where it counts, with their own attitudes.
- A party then is used to demonstrate the importance of doing right things in the right way and doing them right every time. Practical skills that your service providers can use on the job are taught using interactive techniques that promote discussion and application.
- A cake, balloons, and presents make this a memorable and entertaining presentation that will motivate your staff to provide the outstanding service your customers demand.
- Best Practices defines The Moment of Truth and the impact individual service providers have on customer satisfaction and the success of the company.
- The program also identifies customer needs and teaches participants how to use the 3 C's of Customer Service: Concentration, Caring, Competence.
- Participants will also learn the Ten Habits of Super Service Providers and how those Ten Habits help service providers maintain a customer focus.
- Finally, they will have the opportunity to practice The Gift Formula and discuss how it can be used to handle customer complaints.

Bring Out The Best: Motivation for Managers \$1,327.13

Bring Out the Best is a three-hour presentation exploring the five keys to motivation desire, goal setting, trust, praising progress, and rewarding results.

-



- The program is designed to show managers how they can use these keys to turn people on and bring out the best in their staff members.
- A simple personality profile is used to identify the different types of worker personalities as well as the motivational needs of each personality type.
- Managers will learn how to meet motivational needs and will explore monetary and non-monetary methods to recognize, reinforce and reward behavior.
- The principles of goal setting and behavior change are examined and applied to successful behavior change in the workplace.

The Constructive Use of Diversity \$6,193.30

This workshop is focused on meeting the challenges of managing diversity in the workplace.

- Participants will learn how the workforce is changing and what it takes to retain, motivate, and promote culturally and socially diverse employees.
- Participants will learn how to identify and work through invisible, culturally based stereotypes.
- They will learn how to respond effectively in encounters with individuals from diverse backgrounds, how to intervene effectively in situations involving potential discrimination, how to recognize the needs of workers who are culturally different, and how to use interpersonal skills to capitalize on peoples differing talents.

Leadership Principles \$13,824.32

Leadership Principles is a 3-day workshop is geared toward executives who desire to improve performance and build stronger organizations. This workshop puts Stephen Covey's second book into practice, helping you master enduring principles to help you lead yourself, your team and your organization.

Leadership Principles introduces you to the key roles effective leaders must fill. You develop a strategic action plan based on the Leadership profile, which gathers confidential performance feedback from peers, supervisors, and direct reports.

The workshop helps you build skills and competencies in four essential aspects of leading:

- 1) **Setting the Course:** Identify key customers and their needs, and then develop a mission and strategy to meet those needs.
- 2) **Steering the Organization:** Ensure that people, processes, vendors, etc., work together toward the same mission. Assess how well needs are being achieved, and how to align systems and processes to get better results.
- 3) **Enabling the Employees:** Ensure that people are properly equipped, able and motivated to do their jobs exceptionally well and with innovation and responsible risk-taking. Build a high-trust, high-performance culture using Win-Win Agreements to ensure that results meet stakeholder needs.
- 4) **Setting the Example:** Lead by example, teaching best practices and appropriate behaviors by living them. Become a model that others trust and choose to follow.



MBTI and Communication for Supervisors \$2,543.67

A Supervisor s Guide to Giving Effective Staff Feedback and Providing Information to Management

Supervisors often feel like they are stuck in the middle, having to give feedback to line staff and transmit information to their own supervisors.

- This workshop focuses on effective ways to use type theory to give staff feedback and how to communicate effectively with upper level supervisors.
- Supervisors learn how to focus on behavior, how to be specific, listen effectively and understand the staff member s point of view, se timetables, and maintain the correct ratio of positive and negative feedback.
- In addition to these skills, when supervisors provide information to their own supervisors they must learn to recognize what their supervisors need to know before something goes wrong, how to explore issues without arguing, and how and when to ask for more resources to do a more effective job.

MBTI Applications: Conflict Resolution \$2,543.67

Conflict is inevitable. It is a normal part of being human and reaches into every corner of our social lives. How conflict affects us is determined both by circumstance and how we cope. Conflict can be help or a hindrance. It can lead us to more creative and productive relationships or it can destroy our relationships. Whether conflict has a positive or negative impact depends on how constructively we deal with it.

In this session, participants will learn how different people deal with conflict. They will identify their own approach to conflict and learn to differentiate between competition, accommodation, avoidance, collaborating and compromising. They will practice listening skills and learn how to respond to verbal attacks in a way that honors feelings while moving forward to identifying and solving problems.

Small group exercises will address:

- 1) Type, Temperament & Conflict Style
- 2) Temperament & Conflict
- 3) Consensus Building
- 4) Finding the Third Right Answer
- 5) Strategies in Decision Making
- 6) Resolving Conflict
- 7) Case Studies
- 8) Action Planning



MTBI Applications: Managing Motivation \$2,543.67

This workshop will help participants learn how to build winning business teams, how to develop trust, create loyalty, and generate enthusiasm and energy.

- Participants will learn how to look at the warning signals of trouble ahead, from employees who see problems, but not opportunities, to employees who arrive at work late and leave early.
- The hands-on workshop will concentrate on developing skills for motivating employees in the most positive way possible, nurturing them, showing that they value accomplishment and giving them the skills and the responsibilities to become winners.

MBTI Applications: Seven Keys to Team Success \$2,543.67

In this participant-centered, hands on workshop, participants put to work the theory learned in MBTI training.

In a series of small break-out groups, they analyze how different types prefer to be approached, how to make the most of type diversity on a team, how to analyze the strengths and weaknesses of any given team and learn how to apply a specific heuristic that improves every decision making process.

- 1) Influencing Others
- 2) Individual Effectiveness
- 3) Teamwork Processes
- 4) Two-Person Team Analysis
- 5) Team Task Analysis
- 6) Characteristics of Work
- 7) Action Planning

MBTI Applications: Using Type in Brainstorming & Decision Making \$2,543.67

In this workshop, participants learn how to put type to work for brainstorming and decision-making. Through a series of small group exercises, participants experience the different strengths of like-type teams vs. diverse teams.

They will learn how to use all the attitudes and functions of MBTI theory as they develop:

- 1) Tools for Generating Ideas
- 2) Brainstorming
- 3) Mind Mapping



- 4) Tools for Making Decisions
- 5) Decision Style Profiles
- 6) Motivating
- 7) Pair wise Ranking
- 8) Tools for Analyzing Problems
- 9) Flow Charts

Myers-Briggs Type Indicator:

An Introduction to Type and Interpersonal Communication \$3,096.65

This workshop is designed to provide a conceptual framework within which team members come to understand the ways in which their specific personality preferences affect individual and group behavior.

Each participant will have the opportunity to complete the Myers-Briggs Type Indicator and to receive confidential, individualized results. Through participant-centered learning, team members acquire real tools and techniques for developing cooperative, non-confrontational problem solving, conflict resolution, communicating, time management, and stress reduction skills. The workshop should aid in producing a more productive, harmonious environment and more effective management practices.

Background on the MBTI --

For the initial workshop, each participant will complete the MBTI; a questionnaire based on the work of Carl Jung. Developed by Katherine Briggs and her daughter, Isabel Briggs-Myers, the MBTI has become the most widely used personality inventory in the world. During the workshop, participants experience hands-on, small group activities that bring the concepts of personality type alive. They learn how different people:

- 1) Take In Information
- 2) Make Decisions
- 3) Structure their Lives
- 4) Renew Energy

Power Presenting \$1,327.13

This power building workshop teaches the principles of Power Presenting.

- Pump up your power team with this motivating and entertaining training program as your managers develop the skills they will need to make effective presentations with ease and confidence in a variety of situations.
- In addition to learning the five Power Principles of making effective presentations, participants will also have the opportunity to practice the principles and receive feedback from the instructor and other participants.



Training for Process Improvement Tools and Techniques \$2,211.90

This workshop includes:

- 1) Overview of process improvement tools
- 2) Problem identification tools:
 - a) Flow charting
 - b) Check sheets
 - c) Brainstorming
 - d) Nominal group technique
- 3) Problem analysis techniques:
 - a) Histogram
 - b) Scatter diagram
 - c) Control charts
 - d) Process capability
 - e) Force field analysis
 - f) Time plots
 - g) Dot plots and stem lead displays
- 4) Dual Techniques:
 - a) Pareto charts
 - b) Cause and effect
 - c) Run charts
 - d) Stratification

Seven Days to Sanity \$1,603.62

Seven Days to Sanity has been created to give participants a comprehensive and entertaining overview of basic life management and personal organization principles.

- The Seven Sanity Principles awareness, focus, think first, simplify, organize, maintain integrity, celebrate are introduced in sequence and three skills are associated with each.
- Participants are encouraged to experiment with each principle and practice selected skills such as telling the difference between what's important and what's urgent, having a perfect day, finding a place for everything, saying NO, and finding ways to have fun.
- A seven day program for practicing the skills is introduced. This seven day structure ensures that participants know where to start and keeps them from feeling overwhelmed. As they focus on practicing specific skills for one week, participants will enhance their sense of control and order. They will also begin to experience the behavior change necessary for maximum satisfaction in all areas of life.



Steps to Personal & Organizational Effectiveness \$13,824.29

This 3-day workshop is for anyone who wants to improve personal performance on and off the job. It is based on the principles found in the No. 1 best-selling business book, 7 Habits of Highly Effective People by Stephen R. Covey.

This training improves effectiveness and leadership at the personal, interpersonal, managerial, and organizational levels and helps make follow-up training or new initiatives you employ more successful.

In this program, you learn how to:

- 1) Boost performance through principles of effectiveness
- 2) Replace burnout with achievement through creative cooperation
- 3) Develop and clearly communicate your mission, values, and vision
- 4) Increase trust and teamwork
- 5) Balance all aspects of your life
- 6) Improve team and independent communication skills

Stress Tamers \$1,327.13

It's a jungle out there and Stress Tamers is designed to help your managers get back in control. This entertaining and informative workshop helps participants understand stress and identify their stress personality strengths.

- The workshop revolves around a simple personality profile that identifies four basic personality types, each characterized by an animal.
- Participants gain insight into their dominant personalities and their characteristic style of stress response.
- Physical, behavioral, and cognitive prescriptions for stress taming are then examined for each personality type.
- In addition to teaching participants personality appropriate stress management techniques, Stress Tamers will also increase understanding among co-workers of various coping styles and conflicting personality types.
- The program is also designed to help participants identify the barriers to behavior change and explore the steps to successful stress taming.

Training for Team Problem Solving \$2,211.90

This workshop puts emphasis on:

- 1) Overview of Team Problem Solving
- 2) Roles of team members



- a) Team leader, team facilitator, time keepers, quality advisor
Team Problem Solving techniques
- b) Flow charting
- c) Defining the consensus point
- d) Multi-voting
- e) Stratification is/is not analysis
- f) Root cause analysis
- g) Brainstorming
- h) Nominal group technique
- i) Decision procedures
- j) Common team problems and how to handle them

Training to Tell Stories in your Organization \$2,211.90

This workshop is designed to provide a guide to the art of storytelling and demonstrate how refinement of this art can lead to greater communication in the business and social environment in which we function.

Storytelling is a talent that can be very useful in business organizations to help relax and de-stress a group of employees before and during mandatory meetings.

The following steps lead to the development of the most creative tales with presentations that will enable the narrator to deliver memorable anecdotes:

- 1) Finding a story
- 2) Writing your own story
- 3) Learning the story
- 4) Telling the story
- 5) Selection of the story
- 6) Learning of the story
- 7) Telling of the story
- 8) A final story

The Best Place \$1,050.65

The Best Place is a two-hour program designed to help create the best work environment possible by teaching participants to simplify and organize their desks, files, and office space. Organizing the prioritizing principles help participants find a place for everything and put everything in its place.

An overview of paper management, space management and time management techniques gives participants the tools they need to get control of their workplace so that they can get work done effectively and efficiently.



Time Management \$232.25 (one person with day planner)

The Time Management Workshop for the Entire Business of Living

Discover principles of time management and life leadership to help you focus each day on the roles and goals that mean the most to you. Learn how to use the day planner to improve your job performance and shape your dreams of someday I m going to into actual life experiences.

By attending MPC s Time Management workshop, you acquire the skills to:

- 1) Identify and accomplish the things that matter most to you
- 2) Improve your performance and reduce stress
- 3) Create a healthy balance between responsibilities at work and home
- 4) Focus more on what s important and less on what appears urgent
- 5) Gain confidence in your ability to get things done
- 6) Use the day planner to organize and access critical information

Organizations who train their employees in time management are better able to:

- 1) Link overall strategies with employees weekly and daily activities
- 2) Increase productivity at all levels of the organization
- 3) Focus on important activities that will increase return on investment
- 4) Minimize crisis by encouraging proper planning with the day planner

Be the Best \$1,327.13

Be the Best is a three-hour program on professional and personal presence designed to help participants achieve their personal best by focusing on goal setting, communication skills, appearance and personal organization.

Participants will learn the importance of setting BEST goals that are achievable but challenging. They will learn how to communicate professionally and with power by using eye contact, tone of voice and expression effectively. They will learn the basics of presenting a confident and professional appearance in dress, grooming, and personal style. Finally, participants will learn how to keep their work environment under control so that they can function efficiently as well as effectively.

Quality and Environmental Management Systems

Training Course Rate	1-1-2004 - 11/14/2010
ISO 9000 Documentation	\$5,640.32
ISO Executive Overview for Government	\$1,105.95
ISO 9000 Internal Auditor	\$5,972.11
ISO 9000 Interpretation of Standard for Government	\$1,880.11
ISO 9000 Management Overview	\$1,880.11

Strategic Planning

Training Course Rates 1-1-2004 - 11/14/2010



Balance Scorecard	\$ 2,211.90
Future Search Conference	\$33,178.39
In-tact Training for Scenario Planning	\$ 5,529.73
In-tact Training for Strategic Planning	\$ 5,529.73
Visioning	\$ 2,211.90