



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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 system. The Internet address for GSA Advantage! is:

<http://www.gsadvantage.gov>

**General Services Administration
Federal Supply Service
Mission Oriented Business Integrated Services (MOBIS) Contract, Schedule 874**

**CONTRACT NUMBER:
GS-10F-0172S**

**PERIOD COVERED BY CONTRACT:
March 7, 2006 through March 6, 2016**

**Harlan Consulting Services, Inc.
2515 Briarpark
Houston, TX 77042
Phone: 713-464-2484
Fax: 713-266-1717
www.harlanconsulting.com**

General Services Administration
Management Services Center Acquisition Division
Supplement #PS-0011, dated 10/30/12

Business Size: **SMALL, WOMAN-OWNED**
DUNS: **06-040-6985**

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

**GSA AWARDED TERMS AND CONDITIONS
HARLAN CONSULTING SERVICES, INC.**

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).
SIN 874-1: INTEGRATED CONSULTING SERVICES
SIN 874-4: TRAINING SERVICES
SIN 874-9: OFF THE SHELF AND CUSTOMIZABLE PRINT, AUDIO AND VISUAL INSTRUCTIONAL TRAINING AIDES
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.
NOT APPLICABLE
- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate not applicable for this item.
Please refer to Attachment A – Harlan Consulting Services, Inc.’s Labor Category Descriptions and Hourly Rates
2. MAXIMUM ORDER:
\$1,000,000.00
3. MINIMUM ORDER:
\$100.00
4. GEOGRAPHIC COVERAGE (DELIVERY AREA):
48 Contiguous States and the District of Columbia.
5. Point(s) of production (city, county, and State or foreign country).
Harlan Consulting Services, Inc.
2515 Briarpark
Houston, TX 77042
6. Discount from list prices or statement of net price.
GSA Net pricing as shown in pricing tables provided
7. QUANTITY DISCOUNTS.
An additional 8% discount will be given on training courses when a single purchase is equal to or exceeds \$400,000.

8. PROMPT PAYMENT TERMS:
0%, Net 30 Days
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
YES
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
NO
10. FOREIGN ITEMS (LIST ITEMS BY COUNTRY OF ORIGIN):
NONE
- 11a. TIME OF DELIVERY:
SPECIFIED ON TASK ORDER
- 11b. EXPEDITED DELIVERY:
CONTACT CONTRACTOR
- 11c. OVERNIGHT AND 2-DAY DELIVERY:
CONTACT CONTRACTOR
- 11d. URGENT REQUIREMENTS:
CONTACT CONTRACTOR
12. F.O.B. POINT(S):
DESTINATION
- 13a. ORDERING ADDRESS:
**Harlan Consulting Services, Inc.
2515 Briarpark
Houston, TX 77042
Fax: 713-266-1717**
- 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 fss.gsa.gov/schedules.
14. PAYMENT ADDRESS.
**Harlan Consulting Services, Inc.
2515 Briarpark
Houston, TX 77042**

15. WARRANTY PROVISION.
NOT APPLICABLE
16. EXPORT PACKING CHARGES, IF APPLICABLE.
NOT APPLICABLE
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL).
CONTACT CONTRACTOR
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE).
NOT APPLICABLE
19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE).
NOT APPLICABLE
- 20a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE).
NOT APPLICABLE
- 20b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE)
NOT APPLICABLE
21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE).
NOT APPLICABLE
22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE).
NONE
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. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor s website or other location.) The EIT standards can be found at: www.Section508.gov/.
NOT APPLICABLE

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER.
06-040-6985
26. Notification regarding registration in Central Contractor Registration (CCR) database.
CAGE CODE # 3MJV7
27. UNCOMPENSATED OVERTIME (INDICATE IF USED):
NO

**ATTACHMENT A
HARLAN CONSULTING SERVICES, INC.'S
LABOR CATEGORY DESCRIPTIONS AND HOURLY RATES**

LABOR CATEGORY	AWARDED GSA HOURLY RATE
MANAGING DIRECTOR/PRINCIPAL	\$337.50
<p>Education/Experience: Masters Degree and over fifteen years experience in leading and providing technical direction of MOBIS projects.</p> <p>Description of Qualifications: Demonstrated ability to provide guidance and direction for multiple projects and in designing, implementing and managing MOBIS. Capability to manage multitask projects of high complexity. Provides primary interface with client management personnel regarding strategic issues. Directs the completion of projects within estimated time frames and budget constraints. Coordinates all parties to tasks, reviews work products for completeness and adherence to customer requirements. Delivers presentations and leads strategic level client meetings. Demonstrated ability to develop new business and sustain client relationships over the long term.</p>	

LABOR CATEGORY	AWARDED GSA HOURLY RATE
SENIOR MANAGER	\$337.50
<p>Education/Experience: Ph.D. and over twenty years of progressive experience in participating in MOBIS projects.</p> <p>Description of Qualifications: Demonstrated ability to design and coordinate organizational assessments and analysis. Ability to inform clients of research basis for implementation. Able to provide guidance and direction for specific sub-tasks of a project. Specific knowledge and publishing history in leadership development, diversity, change management, and empowerment. Expertise. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Supports presentations and client meetings.</p>	

LABOR CATEGORY	AWARDED GSA HOURLY RATE
SENIOR TRAINING CONSULTANT	\$337.50
<p>Education/Experience: Ph.D. and over 20 years experience in the design and delivery of classroom trainings.</p> <p>Description of Qualifications: Demonstrated ability to design and deliver classroom training. Ability to communicate results of organizational assessments and analysis. Specific expertise in diversity, performance management, and supervisory skills. Ability to facilitate employee teams. Ability to provide executive coaching. Able to provide guidance and direction for specific sub-tasks of a project. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Supports presentations and client meetings.</p>	

LABOR CATEGORY	AWARDED GSA HOURLY RATE
SENIOR RESEARCH CONSULTANT	\$135.00
<p>Education/Experience: Masters Degree and current work toward Ph.D. At least 2 years work experience in complex organizations.</p> <p>Description of Qualifications: Demonstrated ability to apply research to the development of assessment instruments. Ability to conduct research interviews with clients and analysis data. Demonstrated ability to provide executive summaries of research. Ability to implement research projects in client organizations and generate research reports. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Supports presentations and client meetings</p>	

LABOR CATEGORY	AWARDED GSA HOURLY RATE
LEADERSHIP CONSULTANT/EXPERT	\$517.50
<p>Education/Experience: This category requires a Masters Degree with at least 18 years experience in organizational development/leadership develop, coaching credential from the International Coach Federation, or a Ph.D.</p> <p>Description of Qualifications: The Leadership Consultant/Expert has the ability to administer individual and group assessment instruments*, provide feedback, and design complex individual and group development plans. Such plans include the individual’s development and the individual’s competencies to develop others, set strategic direction, and lead organizational culture change. The Leadership Consultant/Expert has a demonstrated track record of being a trusted advisor to senior leaders of Fortune 500 Companies and Federal Agencies. This position includes the capacity to integrate the disciplines of psychology (Counseling & Industrial Organizational), executive coaching, and professional training. Having worked extensively with large organizations, the Leadership Consultant/Expert understands the political and cultural dynamics of large systems and can effectively support the Client’s success. The LC/E understands the psycho-social elements of decision making and provides a rigorous consideration of ethics and sustainability to the Client, ensuring that the Client’s decision incorporates contingency plans for unintended consequences. Additionally, the Leadership Consultant/Expert contributes to the knowledge base of organizational leadership either through developing coaches in developing countries, speaking at professional conferences, or publishing in professional journals.</p> <p>*Assessment instruments referred to herein are those requiring rigorous certification by Ph.D. level personnel such as the Adjective Checklist, the Intercultural Development Inventory, the Birkman, or the Baron Emotional Quotient Inventory.</p>	

**ATTACHMENT B
HARLAN CONSULTING SERVICES, INC.'S
TRAINING COURSE DESCRIPTIONS**

TRAINING COURSES

Harlan Consulting has a streamlined method for modifying our courses to address the specific needs of our clients without charging them the additional expense of customization. Our courses can be reconfigured to target specific objectives and can be repackaged for different timeframes.

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Leading Consciously Discovery Course	\$24,999.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 20-30 participants	
LENGTH OF COURSE: 2 eight hour days initially-followed by 5 virtual small group (4-6 people) 1 hour coaching sessions, and final presentation to organization's leadership.	
<p>TRAINING COURSE DESCRIPTION: Prerequisite: Read course textbook <i>Reframing Change, How to Deal with Workplace Dynamics, Influence Others, and Bring People Together to Initiate Positive Change</i>, by Jean Kantambu Latting and V. Jean Ramsey</p> <p>This course is offered at the client's location. Course materials including the text book and full color workbook are included in the price of the course.</p> <p>LEARNING OBJECTIVES</p> <p>During the Discovery Course, participants will:</p> <ul style="list-style-type: none"> • Learn to identify and test their assumptions • Choose a method of clearing emotions and practice it • Define cultural competence • Recognize fundamental categories of stereotypes • Engage in deliberations from dominant and nondominant perspectives • Apply the principles and guidelines of supportive and corrective feedback • Identify and practice Leading Consciously skills to support their effectiveness in the multi-cultural world of today. <p>Individual Leadership Goal During the Discovery Course, each individual sets an individual Leadership Goal. Participants in the Discovery Course will use in the small groups for 4 months. During this time, they will be on 5 one-hour virtual coaching calls. They will use the Leading Consciously skill sets to move forward towards</p>	

accomplishing their individual leadership goal over the next several months.

Presentation to Organization’s Leadership Team

At the conclusion of the 4 month period of working in small groups and receiving virtual coaching, participants will present to their organization’s leadership team the following:

- Individual accomplishments using the Leading Consciously skill
- Estimated impact on the organization of their individual goal accomplishment
- Recommendations to the organization re: problems that can be solved using the Leading Consciously skill sets

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Leading Consciously Awareness Course	\$24,999.00

MINIMUM/MAXIMUM NUMBER OF STUDENTS: 20-50 participants

LENGTH OF COURSE: 2 eight hour days

TRAINING COURSE DESCRIPTION:

Prerequisite: Read course textbook *Reframing Change, How to Deal with Workplace Dynamics, Influence Others, and Bring People Together to Initiate Positive Change*, by Jean Kantambu Latting and V. Jean Ramsey

This course is offered at the client’s location. Course materials including the text book and full color workbook are included in the price of the course.

LEARNING OBJECTIVES

During the Awareness Course, participants will:

- **Identify the difference between diversity and EO/EEO/Affirmative Action**
- **Recognize the benefits of a diverse team and engaging diversity to leverage talents to contribute to the success of the organization**
- **Discuss the evolving demographics and the changing majority/minority of workforce composition**
- **Demonstrate the effects of personal biases on decision-making and inclusion**
- **Illustrate the impact of personal perceptions on morale and effectiveness**
- **Describe the likelihood of favoritism/cronyism among people with similarities – demographically and attitudinally – and how to mitigate this likelihood**
- **Analyze how to uphold the organization’s meritocracy standards while practicing diversity and inclusion**
- **Acknowledge fear/resistance to organization change while safeguarding leadership principles**

- Learn to identify and test their assumptions
- Choose a method of clearing emotions and practice it
- Define cultural competence
- Recognize fundamental categories of stereotypes
- Engage in deliberations from dominant and nondominant perspectives
- Apply the principles and guidelines of supportive and corrective feedback

Individual Diversity Goal

During the Awareness Course, each individual sets an individual Diversity Goal. Throughout the course, they use the exercises and skill practice to reinforce their ability to achieve their individual goal.

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Diversity Awareness The Initial Introduction	\$18,000.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 25-35	
LENGTH OF COURSE: 2 ½ days	
<p>TRAINING COURSE DESCRIPTION: This is a general introduction to the subject of diversity in an organization. Diversity topics are discussed using interactive exercises and participants are encouraged to apply their insights and learnings to their current work situations. The organization's rationale and strategy for subsequent diversity work is presented. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Identify external trends to which their organization must respond to be successful • Discover applications of 'diversity thinking' to their own work situations • Recognize the organization's strategy for diversity utilization • Participate in determining their next steps 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
First Person Singular	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>The common factor in all of our relationships is <i>self</i>. A more intentional understanding of our own individuality opens opportunities for successful communication. This course is very empowering to participants as they begin to experience their accountability for the choices they make in business relationships. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Recognize connections between their current behavior and their own history • Identify their unique individual diversity profile • Analyze aspects of their history that contribute to their uniqueness • Delineate their comfort zones in relationships • Identify techniques for increasing their comfort zone 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Going Deeper with Diversity	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>How often is our day negatively impacted by an inadvertent comment from a co-worker, a snub from a supervisor, or the demand to spend time with someone we find obnoxious? This course provides tools for resolving such situations <i>before</i> our reactions develop into persistent misery, hurt, or anger. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Recognize the pervasive role of emotions in relationships • Describe biological aspects of emotional dynamics and the link to non-verbal behaviors • Identify a process for resolution, and apply the resolution process to their own situations 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
A Matter of Styles	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 16-30	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: There are many distinctions today about different communication styles- direct/indirect, feminine/masculine, task/process, to name a few. This course allows participants to manage many different kinds of communication in a way that works for them. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Select several categories of communication styles that describe oneself • Match different styles to other people • Analyze relationships according to style compatibility • Design communication plans for challenging relationships 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Crossing Cultures	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: The course allows participants to practice a process for challenging cultural assumptions. Participants construct a diagram of their own culture and use this to examine other cultures. Business case studies are analyzed for unintended consequences giving participants greater insight and skill in cross-cultural relationships. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Experiment with how assumptions are created • Formulate a process for challenging assumptions • Analyze their own culture with distinctive categories • Evaluate case studies from different cultural perspectives 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
From Conflict to Creativity	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: Participants learn how to appreciate resistance and/or challenge to their ideas. They can practice transforming conflicting ideas into indicators of emergent knowledge. Beyond conflict resolution or compromise, participants can become more creative and innovative in their business relationships. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Categorize conflicting items in a discussion • Employ empathy as a mediating dynamic • Design structures for emergent knowledge • Compose an action plan to ensure innovation 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
A Conversation about Race	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: Race in the United States can be a volatile and taboo topic but it does not need to be. Participants are able to review broad themes associated with racial differences in the USA. Utilizing innovative guidelines for dialogue, participants can engage in a dialogue that sets new precedent for their interracial relationships. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Describe general trends in racial relationships • Demonstrate empathy as a validating dynamic for relationships • Recognize new distinctions for successful discussions • Practice authentic communication regarding the subject of race 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
She said. He said.	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-30	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: Over the last ten years, we have seen burgeoning research and discussion about gender differences. Participants are introduced to popular, scientific, and controversial perspectives on gender. Through utilizing cultural contexts, participants are given the opportunity to synthesize the information in a way that validates differences but does not assign stereotypes to individuals. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Recognize various models for gender differences • Compare and contrast the applicability of the models to their business environments • Apply aspects of the models to different cultural contexts • Distinguish between gender differences and gender roles 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Sexual Orientation	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: We all have sexual orientation; what does this mean? Through a thoughtful approach to the definition and role of sexual orientation, participants learn to identify and practice respectful behaviors that demonstrate individual integrity and respect for others.</p> <ul style="list-style-type: none"> • Recognize the difference between sexual orientation, sexual identity, and sexual behavior • Distinguish between the terms preference and choice related to sexual orientation • Compare attitudes towards different sexual orientation to attitudes towards gender • Identify and practice respectful behaviors that demonstrate individual integrity 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
The Best of Times	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-30	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: What is your routine source of daily news? Newspaper? Radio? Television? Internet? And, what does this reveal about your generation's preferences and values? What's the potential in today's workforce for collaboration and affiliation across generational differences? Examine the communications and public image of the different generations to get insights that support more effective and productive work relationships among the different generations. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Compare and contrast the social histories of the different generations in today's workforce • Recognize the work ethic and values of the different generations • Identify overlapping values and behaviors between generations 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
The Truths Among Us	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: Since 9/11, there has been a significant shift in the desire and need to understand the world's religions. Some colleges are requiring entering freshmen to read the Koran and this has, in places, stirred controversy. However, it's not only a better understanding of Islam that is needed today but also an increased understanding of Christianity, Judaism, Hinduism, Buddhism, and other religions and how the cultures influenced by these different beliefs operate today in our world and in our workplaces. This course will tackle some of these important issues. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Identify major historical events in the world's primary religions • Identify convergent and divergent beliefs and values among the religions • Recognize historical and current cultural practices related to the different religions Identify respectful and inclusive behaviors towards different religions	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Particle Power in Diversity: Micro-Inequities	\$8,300.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 14-24	
LENGTH OF COURSE: 1 day	
<p>TRAINING COURSE DESCRIPTION: In her ground breaking paper, <i>Barriers to Equality: the Power of Subtle Discrimination to Maintain Unequal Opportunity</i>, Dr. Mary P. Rowe defined micro-inequities as: "...apparently small events which are often ephemeral and hard-to-prove, events which are covert, often unintentional, frequently unrecognized by the perpetrator. Micro-inequities occur wherever people are perceived to be "different"...These mechanisms of prejudice against persons of difference are usually small in nature, but not trivial in effect...[they] work by excluding the person of difference and by making that person less self-confident and less productive....[they] should not be made the subject of anti-discrimination legislation.</p> <p>This course provides an awareness of the subtle dynamics associated with diversity. These include situations that are difficult to talk about because they are experienced so differently by individuals. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Define and recognize micro-inequities in the work place • Identify the critical distinction, Intent ≠ Impact ® and apply to situations where micro-inequities have occurred • Practice intervention skills to effectively address micro-inequities 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Navigating the Passage	\$24,900.00
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 10-15	
LENGTH OF COURSE: 2 days (at offsite location)	
<p>TRAINING COURSE DESCRIPTION: This course is designed to assist individuals in significant career transitions – a promotion, change in leadership, or perhaps a reorganization of their agency. Course content and objectives include, but are not limited to:</p> <ul style="list-style-type: none"> • Clarify the vision for one’s individual life and get a tangible sense of the possibilities for one’s life • Move through resistance to change and expand one’s comfort zone about change • Identify ways to reverse self-limiting perceptions and change habits that undermine goals • Learn how to choose actions that support one’s growth and potential 	

TRAINING COURSE TITLE	COST
Courageous Communications (Leverage Diversity and Build Inclusion)	\$28,000
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 20-50	
LENGTH OF COURSE: 2 days Facilitation Team: 2 facilitators and 4 actors	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This two-day intensive is designed to take participants beyond theory and concept and into action. One the first day there are 4 small group structured conversations wherein participants discuss their own experiences and observations about generational, gender, race, and status differences. The focus on status differences references religion, sexual orientation, and disabilities. Guidelines are provided to support safety, authenticity, and insightful discoveries.</p> <p>Several actors join the course on the second day and perform problematic yet realistic scenes from the workplace. Each actor interacts ‘in character’ with a group of participants soliciting feedback and coaching while stimulating analysis and insight. Participants identify how the scenes relate to their own challenges and how they can proactively engage in positive interactions.</p> <p>The actors also portray the difference communication styles addressed by the Insight Inventory®. Participants complete the Inventory and, again, using action learning, talk together in small groups exploring the privileges and disadvantages associated with different styles.</p> <p>The workshop ends with a game simulation which provides opportunities to put into practice the insights and skills addressed in the session.</p> <p>Objectives include but are not limited to:</p> <ul style="list-style-type: none"> • Experience the limits of their comfort zones and safely push the boundaries forward • Experience their unconscious bias and practice a method for testing their assumptions • Practice skills for engaging in courageous and difficult conversations • Identify and practice responsibility for the privilege associated with different life situations and experiences 	

TRAINING COURSE TITLE	COST
Courageous Conversations for Supervisors	\$16,600
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 25-50	
LENGTH OF COURSE: 1 day Facilitation: 1 facilitator and 4 actors	
TRAINING COURSE DESCRIPTION: This 1-day intensive engages supervisors in the kinds of conversations that are typically the most challenging for them: giving critical feedback when the employee is different by gender and/or race, resolving conflict between co-workers, acknowledging and correcting a mistake, addressing a disgruntled employee, and inspiring change in an employee with a chip on his/her shoulder. Guidelines are provided for effective conversations that include navigating status differences, working through diversity issues, clearing emotions, and taking responsibility for results. A team of actors role plays several scenarios and invite insight and feedback from participants. Participant supervisors can step into the role plays and demonstrate their understanding of the guidelines. Participants also learn how to more effectively support each other as they encounter complex situations involving diversity. Objectives include but are not limited to: <ul style="list-style-type: none"> • Experience the limits of their comfort zones and safely push the boundaries forward • Practice skills for engaging in courageous and difficult conversations • Give, receive, and seek feedback • Bridge differences (age, race, gender, sexual orientation, religion, culture) effectively • Clear negative emotions and generate positive emotions in themselves and others 	

TRAINING COURSE TITLE	COST
Trust and Team Building	\$9,545
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 16-20	
LENGTH OF COURSE: 1 day Facilitation: 1 Facilitator	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This 1-day intensive for teams begins before the actual workshop with each individual participant completing the Bar-on EQ-i® emotional intelligence assessment. Participants receive their confidential EQ-i report at the beginning of the training and design individual action plans throughout the day.</p> <p>The workshop includes exercises that focus on self-awareness, interpersonal skills, influencing skills, and problem solving. Each exercise is intricately related to the team dynamics. By the close of the workshop, teams have designed protocols and checklists to support the sustainability of trust on the team.</p> <p>Objectives include but are not limited to:</p> <ul style="list-style-type: none"> • Recognize the behaviors that build trust and those that undermine trust • Practice behaviors that positively affect team mood and support trust • Set ground rules for team behaviors and use them to point out errant behavior • Create playful devices to correct errant behaviors • Design shorthand ways to manage negative emotions on the team and generate positive emotions • Practice trust building ways to give, receive, and seek feedback 	

TRAINING COURSE TITLE	COST
Coaching Skills for Managers	\$8,300
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 16-20	
LENGTH OF COURSE: 1 Day 1 Facilitator	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This highly interactive workshop covers 7 critical elements of coaching:</p> <ol style="list-style-type: none"> 1. Contract with the employee for the coaching relationship. 2. Set goals that inspire growth and are attainable. 3. Create a structure for accountability and confidentiality. 4. Manage backsliding in a way that encourages development. 5. Explore different perspectives related to the goals and development plans. 6. Design a transition plan to conclude the coaching engagement. 7. Complete and celebrate the process. <p>This workshop addresses the ethical implications of coaching and provides guidelines for deciding whom to coach and whom to refer to another coach.</p>	

TRAINING COURSE TITLE	COST
Communicating with Authenticity and Strengthening Trust	\$7,470
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 16-24	
LENGTH OF COURSE: 1 day 1 Facilitator	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This course provides participants with essential skills for developing trusting relationships. Participants will have the opportunity to broaden their self-awareness and practice skills that enable them to communicating with authenticity.</p> <p><u>Performance outcome:</u> Communicate with presence and authenticity.</p> <p>How? One must be able to:</p> <ol style="list-style-type: none"> a. Discern when they are triggered by negative feelings. b. Clear their emotions. c. Align their feelings with their words. <p><u>Learning Objectives:</u> During the workshop, participants will:</p> <ul style="list-style-type: none"> • Recognize the difference between authentic and inauthentic communication. • Define the boundaries between transparency and disclosure. • Analyze how perception and judgment can be affected by feelings. • Practice a process to move from victimization to empowerment. <p>This workshop can function as a precursor to the following day of Creativity & Innovation.</p>	

TRAINING COURSE TITLE	COST
Creativity and Innovation	\$8,300
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 16-20	
LENGTH OF COURSE: 1 day 1 Facilitator	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This course provides participants with the opportunity to develop effective practices for creativity and innovation.</p> <p><u>Performance outcome:</u> Strengthen Leadership Capacity by Generate and utilize creative energy in the organization</p> <p>How? One must be able to:</p> <ul style="list-style-type: none"> d. Deliberately engage in creativity. e. Establish systems to ensure that groups can engage in creative collaboration. <p><u>Learning Objectives:</u> Learning objectives are grouped into 3 clusters:</p> <ul style="list-style-type: none"> • Develop intellectual curiosity. • Develop emotional intelligence. • Identify and navigate differences in thinking styles. <p><u>Supportive Learning Objectives:</u></p> <ul style="list-style-type: none"> ▪ Recognize stages of complexity. ▪ Practice shifting thinking styles. ▪ Distinguish between logical expectations and unintended consequences. ▪ Identify a group process for creative collaboration. ▪ Develop a model for innovation. ▪ Create an innovative perspective on leadership. 	

Leadership Development and Behaviors

TRAINING COURSE TITLE	COST OF COURSE
Leadership: Behaviors and Emotional Intelligence	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 3-Day and 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>There is a vast difference between management skills and leadership skills. This workshop is thorough, energetic, interactive and life-changing! It is structured around the internationally recognized 9 characteristics of great leaders.</p> <p>The agenda includes high-action involvement by the participants, using media, hands-on activities, case studies, homework and lots of fun.</p> <p>This workshop experience also includes a group coaching session built around the findings of our assessment tool the ACL. Each participant will take the assessment on-line before coming to the class and the facilitator will go over the highlights of each participant's leadership behaviors in a class setting. The value is great and the discussion that follows is, often times, life-changing. Particularly for an INTACT team, the discussions and coaching around the behavioral "DNA" of the team is amazing and revolutionizing for any team!</p> <p>The power of teams is found in the leadership potential of each member!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Leaving a Lasting Legacy	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 3-Day and ½ Day and 1.5 hrs.	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Let’s get real! This workshop is a coached class that helps leaders navigate to a desired development plan of authenticity. Leaving a legacy is one of the outcomes that many leaders are saying they want to accomplish. The class is highly relational with a high ratio of participant to coaches. Part of the class structure is devoted to one-on-one coaching towards authentic leadership milestones. The plenary sessions address such topics as:</p> <ul style="list-style-type: none"> From success to significance Discovering your leadership passion Values and Needs Substance over style Finding your “magnetic north” The non-negotiables to making a difference Financial legacy <p>Each participant will complete an assessment before attending and will take a “Values and Needs” assessment within the class agenda. Leaders who want to make some life-changing decisions and leave a lasting legacy should attend. Authentic leaders have a legacy plan that makes a difference.</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Authentic Leadership	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Authenticity is the necessary leadership skill in the new corporate arena. This workshop is more of an experiential life-changing day than a mere workshop. The experience includes:</p> <ul style="list-style-type: none"> • An online ACL assessment • A service experience in the morning (breakfast) • Training on leadership principles • Group feedback on the assessment • A lunch service experience with a life-changing interview • Small group discussions with “story time” <p>You and your team are assured of a defining life-change offsite experience. Let’s get authentic and learn some leadership skills, as well.</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Learning to Play to Your Strengths	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>The workshop begins by each participant taking the Birkman assessment tool. This workshop focuses on the natural talents and gifts of the participating leaders. It is a paradox of human psychology that people remember criticism but respond to praise. The former makes them defensive and the latter produces confidence and predictable change. The workshop takes its course direction from the assessment tool, high-touch feedback from the instructors and a personal development plan. Each participant will assuredly leave with actionable steps for their newly defined development plan and a positive course for action. Leaders who build up their strengths can reach their highest potential. Companies who send their leaders to this one-day workshop are making a lasting investment into the human capital and potential of the future.</p> <p>Leadership change and improvement is an investment that is hard to value but easy to see!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Leading Through Change	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>The one consistent ingredient of every organization is change. Change is full of many parts: organizational components, communication styles, cultural climate and human behavioral differences. This workshop includes some very exciting and useful topics:</p> <ul style="list-style-type: none"> Change management systems The human side of change Communicating change Case studies Assessment of leadership behavior Writing an actionable change plan/system <p>Your team will work together with the facilitator to examine your team's change indicators and work towards a real change roll-out plan.</p> <p>Change is inevitable and every team needs powerful solutions to lead strategically through change.</p>	

Teamwork

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Building High-Impact Teams	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day and 2-Day	
TRAINING COURSE DESCRIPTION: <p>There are many editions to organizational groups. Are you working within a warring mob, dysfunctional group, immature team or a high-performance team? There are six “planks” needed to build the bridge to high-performance and three load-bearing beams to support the bridge. This workshop is highly interactive including team activities (indoor or outdoor), table team discussions, case studies, video clips, action plans and team facilitation. Such topics as purpose, roles, leadership, communication and relationships are investigated. The continuum of cooperation and synergy is also an exciting topic included in this workshop. Teams will work hard at teamwork and leave with an actionable plan for team improvement.</p> <p>Discover the risk and return of interdependence!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Successful Team Meetings	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day and ½ Day	
TRAINING COURSE DESCRIPTION: <p>Our experience, and probably yours, is that meetings can be the “dreaded 3 hours of endless talk and ineffective implementation steps.” One client says he would rather have a “root canal” than attend a boring ineffective meeting.</p> <p>However, team meetings become the “playing field” of organizational decisions. Done well, they become synergistic, effective, high-impacting and essential for company growth. Normally conducted with unintentional mediocrity and weak planning, meetings become dreaded by all and can literally sap energy rather than empower the team. The best organizations learn how to conduct high-impact meetings. This workshop puts the INTACT team in an environment to figure out the “secret sauce” to transform meetings. This workshop helps to construct team meetings into positively anticipated events that propel the team and organization forward towards its desired outcomes. Finding the power of “healthy divergence,” this workshop may transform the way you do business and meetings forever!</p> <p>Teams learn to experience high-performance meetings!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Strategic Team Decision-Making	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day and 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Decisions are the stepping stones to success or failure. Most of us make many every day. Company leaders usually make many, then, inform others of the decision.</p> <p>Whatever your decision-making scheme looks like, this workshop helps all participants to learn to work through criteria-based decision-making. The material addresses human behaviors, the science of making a great decision, framing & mind mapping a decision. Several models of decision constructs are used to enable the participants to discover their best method to high-performance decisions. Case studies and an actual team decision is made to create real synergies around this important topic.</p> <p>Some teams have given us actual decisions that need to be made and we design the workshop to allow the team to depart with their KEY DECISION made effectively.</p> <p>The team works together within a powerful decision-making structure to discover synergistic results!</p>	

Communication Skills

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Communicating for Clarity and Impact	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 2-Day and 1-Day and ½ Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>One client told us that they do everything well but communicate! Their sincerity was endearing but shockingly humorous. There is no more important exercise an organization or company does than communicate.</p> <p>This workshop explores the science of communication, the art of framing: “who we are”, “why we are here” “who is our target” and “how do we communicate”.</p> <p>This experience is thrilling when INTACT teams work through these things together. The team leaves with these questions answered:</p> <p>What is our purpose? How do we communicate it to our clients/customers? How do we communicate it to the company?</p> <p>What does it look like when we are successful?</p> <p>How do we “frame” what we want to say?</p> <p>How do we build a communication plan that works?</p> <p>What communication skills do we individually have or need?</p> <p>And, much more...!</p> <p>The team leaves with clarity and a communication plan that will bring success!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Communicating for Productivity and Buy-In	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day and 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Communicating for Productivity and Buy-in workshop was created out of needs that surfaced from working with businesses. This workshop deals with the fine art of listening in a detailed and interactive way. The group discussions are guided with strategic questions and the activities are great teaching tools. The communication section on project teams and the part on communicating under stress are invaluable to leading teams through powerful communication. This workshop will cover:</p> <p>LISTENING</p> <ul style="list-style-type: none"> . Personal pride in excellence . Career advancement . Job security . REHEAR technique . Overcoming Listening Distractions . Listening Exercises . The 10 Laws of Listening <p>COMMUNICATING</p> <ul style="list-style-type: none"> . Communicating with project teams . Verbal, written and non-verbal techniques . Communicating for group buy-in . Consensus communication techniques . Communication Action Plan and more 	

Strategy & Vision-Casting

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Preferred Futuring: 3-D Visioning as a Team	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
TRAINING COURSE DESCRIPTION:	
<p>All organizations are engaged in strategic thinking and implementation systems. Keeping everyone involved and aligned to the “greater purpose” is difficult at times.</p> <p>This workshop is a fluid and energetic event to provide real-life team interactions around the corporate purpose. A basis for the practical strategy session is preceded by some investigation into how some of the best companies have gotten to where they are through effective “futuring” techniques. For instance, Japanese Hoshin Philosophy and Kaizen steps are investigated. The incredible Toyota way is looked at. Mind maps and strategy grids are used to help the team move into a preferred future and to implement with excitement and synergy.</p> <p>The workshop also uses the assessment tool to demonstrate why alignment is sometimes difficult for the organizational stakeholders at times.</p> <p>The team leaves with real live implementation steps for issues or dreams.</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Building a Vision Framework	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
TRAINING COURSE DESCRIPTION:	
<p>This is a real-life planning and strategic vision-casting day for an intact team. Each team member will not only receive high-level training on how to formulate vision, goals and implementation steps, but also work together on a group project. There are two big take-a-ways from this 1-day workshop:</p> <ol style="list-style-type: none"> 1. A mind mapping and vision mapping technique to frame their strategies and implementation priorities 2. The profound importance of an organic experience of working on a real project or vision together with a facilitator to guide and hold the team to certain boundaries <p>This workshop and off-site experience has worked well with companies as well as volunteer teams. Non-profits, small businesses, as well as, church groups have gained a new vigor in their vision-casting through this exciting workshop experience.</p>	

Coaching Training

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Coaching: 101	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Discovering the “ideal you” is key in becoming an effective leader. Learning to effectively coach others in your organization to meet their potential brings holistic corporate health and eliminates much of the turnover issues that occur when high-potentials cannot seem to find their way within the organization.</p> <p>Raising leaders within the company is a healthy way to increase productivity, effectiveness and potential. Coached team players become loyal and effective leaders. This workshop coaches the “potential coaches” within your company. We investigate, define and interact with the participants to bring clarity and learning to this leadership action called coaching. An overview of the history and philosophy of corporate coaching is also investigated. Using role plays and actual coaching experiences in the “live” setting captures the experiential learning technique. Using our proven assessment within this context is vital to the learning, as well.</p> <p>This may be the most important component you add to your business!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Advanced Coaching and Cluster Coaching	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 3-Day and 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>All organizations struggle with sustaining productivity, leadership development and cultural change. Professional coaching brings the necessary ingredient to sustainable change. This workshop builds on the Coaching 101 2-day workshop, which is a prerequisite course. Another prerequisite to this workshop is the ACL Certification Workshop. This advanced coaching workshop includes intense feedback training around the ACL report alongside role playing, triad coaching activities and cluster coaching experiences. Real-time coaching training is given by expert coaches with plenty of room for questioning and feedback. This advanced course also includes deeper looks at the history and significance of coaching and an overview of coaching techniques in use in modern business.</p> <p>Taking your organization to the next level begins with sustainable change through professional coaching!</p>	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
ACL Assessment Training – Part 1	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>This workshop is designed for our alliance partners and clients that want to be trained in using our internationally recognized proprietary assessment – the ACL. This is training for the coach and human resource professionals that we work with in their organizational development. If you are a consultant and want to be trained in using this great assessment tool, this workshop is for you.</p> <p>There is a pre-read document, a real coaching feedback session around the assessment, training on the assessment and some “live” coaching practice using the assessment. Each participant walks away with a powerful instrument to use in their coaching and consultant business or organizational work. One-day or day and a half versions are available.</p>	

Sales Training

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Strengths Selling	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 2-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Strength Selling is a co-branded product with the Strength Selling company. It is new and absolutely can change your company's revenue stream. Here's what this sales training workshop is about.</p> <p>STRENGTHSELLING, Inc. was formed in 2006 to impact Sales and Leadership Professionals in ways that produce significant results! We are driving a new language into the marketplace by helping individuals, and companies, identify and ignite the pathways by which people naturally build and leverage relationships to drive revenues, build trust, and create new opportunities for growth! We call these pathways Relational Strengths!</p> <p>Relational Strengths is a new term used to identify the ways in which people have been gifted for centuries to influence the world around them. Sales Professionals and Leaders relate one to another in one or two primary ways. STRENGTHSELLING strategically and tactically shows participants how to work within a Sales and Leadership Model that will impact their bottom line!</p> <p>STRENGTHSELLING is able to go beyond the capabilities of most consulting/training organizations in offering several levels of customization. Whether it's using a client's specific sales language or including corporate sales materials and/or styles, a client can select the customization needed for their sales force.</p> <p>This training experience is more than 2-days of training but includes follow up coaching, email training tips, and a CD-Rom support component. In other words, you get support with your sales team.</p> <p>StrengthSelling training has been created to address:</p> <ul style="list-style-type: none"> • How to drive revenues immediately? • How to create a winning attitude? • How to build and leverage trust to drive results? • How to ignite who I am to increase sales and lead others more effectively? • How to identify how others make decisions and honor that decision style to produce results? • How to drive a common sales and leadership language into the organization? • How to improve your ability to target and plan your business in today's market? • How to ask more effective questions to "close" more sales? • How to demonstrate your product more effectively? • How to negotiate to close "win-win" deals? • How to lead others more effectively by being authentic? 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Leading Authentically	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: ½-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Leading Authentically provides each Sales Management Executive with the insight and skills needed to successfully compete and win in their roles as Leaders.</p> <p>In this Core Course, you will:</p> <ul style="list-style-type: none"> • Prior to attending you will receive and take the StrengthSelling Assessment. • Learn how to develop the growth and performance of each member of your team. • Learn and use the tools that will enable you to communicate effectively with each member of your team based on their strengths and decision styles. 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Business Development – The Pathway to Igniting Your Performance	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>StrengthSelling™– Business Development teaches how to fully identify and understand your client’s needs and build the mutual trust that will impact your revenues for years.</p> <p>In this Core Course, you will:</p> <ul style="list-style-type: none"> • Identify and understand how to best use your Relational Strengths to impact and build your sales. • Identify the decision styles of your clients and learn how to individualize your interactions with each client based on their decision style. • Learn and practice using the sales process tools that will enable you to identify, qualify and close potential clients and to deepen your business development role with existing clients. 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
N.I.C.E. Selling – Advanced Workshop - Asking the Right Questions	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>N.I.C.E.™ Selling is a methodology to accurately uncover a client’s need(s) and build long lasting trust by understanding their “need(s)” at the deepest level possible.</p> <p>In this Advanced Workshop, you will:</p> <ul style="list-style-type: none"> • Identify and individualize your interactions with each client based on their decision style. • Practice the art of initiating contact and asking consultative questions in accordance with your client’s decision style. • Share and practice the best pathways to create client relationships based on trust and the sincere desire to understand each client’s individual needs at a deeper level initiating immediate results. • Complete three StrengthSelling Pre-Call Planning Cards to drive tangible results immediately. 	

TRAINING COURSE TITLE	COST OF COURSE PER CLASS
Targeting Tree Workshop Planning – Preparation – Results	\$3,984 per consultant per day
MINIMUM/MAXIMUM NUMBER OF STUDENTS: 15/50	
LENGTH OF COURSE: 1-Day	
<p>TRAINING COURSE DESCRIPTION:</p> <p>Targeting Tree™ Training is a sales process that is designed to increase your efficiency and consequently, your effectiveness in winning sales opportunities.</p> <p>In this Advanced Workshop, you will:</p> <ul style="list-style-type: none"> • Identify and qualify sales opportunities. • Decrease your time in the office and increase your time in front of potential clients. • Practice a practical and systematic process that offers proven results. 	

**HARLAN CONSULTING SERVICES, INC.'S
SUPPLEMENTAL TRAINING AIDS**

SIN	Description	GSA Price w/ IFF
-----	-------------	---------------------

Supplemental Training Aids

874-9	Intercultural Development Inventory - a statistically reliable, cross-culturally valid measure of intercultural competence adapted from the Developmental Model of Intercultural Sensitivity	\$45.00
874-9	EQ-i BarOn Emotional Quotient Inventory - The Emotional Quotient Inventory (EQ-i®) is the first scientifically validated and most widely used Emotional Intelligence assessment in the world. Based on more than 20 years of research worldwide, the EQ-i examines an individual's social and emotional strengths and weaknesses.	\$90.00
874-9	ACL Assessment - The Adjective Checklist (ACL) consists of 300 adjectives commonly used to describe a person's attributes. It may be administered to an individual to elicit a self-evaluation or a characterization of someone else; or it may be used by observers or marketing research as a convenient, standardized method for recording and generating meaning of personal attributes of research subjects, products, or even cultures. 2. One of the strengths of the ACL is that it asks the respondent to select adjectives twice, once for the "Real" and a second time for the "Ideal".	\$225.00
874-9	Birkman Assessment - a 298-question personality assessment and a series of related report sets that facilitate team building, executive coaching leadership development, career counseling and interpersonal conflict resolution. The Birkman Method® combines motivational, behavioral and interest evaluation into one single assessment, which provides a multi-dimensional and comprehensive analysis, thus reducing the need for multiple assessments.	\$225.00
874-9	Participant Guide for 1 day courses. Price per participant.	\$58.50
874-9	Participant Guide for 2 day courses. Price per participant.	\$99.00
874-9	Participant Guide for 3 day courses. Price per participant.	\$238.50

Service Contract Act

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