



**Aligned for Results, LLC**

Consulting, Education, Facilitation, Coaching



**GENERAL SERVICES ADMINISTRATION**

**Federal Supply Service**

**Authorized Federal Supply Schedule Price List**

**Prices Shown Herein are Net (discount deducted)**

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

Advantage! is [GSAAdvantage.gov](http://GSAAdvantage.gov)

**MISSION ORIENTED  
BUSINESS INTEGRATED SERVICES  
(MOBIS)**

**Federal Supply Group: 874 Class: R499**

**Consulting, Facilitation, Survey, and Training Services**

**Contract Number: GS-10F-0318R, Modification PS-0003**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)

**Contract Period: May 12, 2005 through November 7, 2010**

**Contractor: Aligned for Results, LLC**

**an educational consulting firm**

**870 South Main Street**

**PMB 108**

**Lakeport, California 95453**

**Telephone: 707.262.1405**

**Fax: 707.780.6355**

**[www.aligned4results.com](http://www.aligned4results.com)**

**Business Size: Small HUBZone Business**

# Table of Contents

(Click on a heading to jump to that section)

<a href="#">Partnering With Aligned for Results LLC</a>	1
<a href="#">Consulting Services (SINs 874-1, 874-1RC)</a>	
<a href="#">Facilitation Services (SINs 874-2, 874-2RC)</a>	
<a href="#">Survey Services (SINs 874-3, 874-3RC)</a>	
<a href="#">Training Services (SINs 874-4, 874-4RC)</a>	
<a href="#">Results Tailored to Partner Outcomes</a>	2
<a href="#">Labor Hour Categories and Pricing</a>	6
<a href="#">Workshop Descriptions and Pricing</a>	8
<a href="#">Tools of Engagement - How to Develop Effective Consulting Relationships with Leaders</a>	8
<a href="#">Partnering on Service Plans and Delivery</a>	9
<a href="#">Consulting Tools for Human Resource Specialists</a>	10
<a href="#">Working Together - How to Collaborate for Service and Program Delivery</a>	11
<a href="#">Detective Skills for Counselors and Coaches</a>	12
<a href="#">How to Plan and Lead a Focus Group</a>	13
<a href="#">Vision-to-Action Planning Conference</a>	14
<a href="#">Motivating High Performance: - Coaching Skills for Supervisors &amp; Managers</a>	15
<a href="#">Team Leadership Principles and Practices</a>	16
<a href="#">Motivating High Performance in Individuals and Teams</a>	17
<a href="#">Personal Balance, Professional Best</a>	18
<a href="#">What's My Style? An Inside-Out Investigation of Communication Success</a>	19
<a href="#">LeaderLab: A Workshop for Leadership Teams</a>	20
<a href="#">The Trainer's Toolkit</a>	21
<a href="#">Consulting Tools: Condensed Version for Intact Work Teams</a>	22
<a href="#">Customer Information (to assist in ordering)</a>	23

# Partnering with Aligned for Results, LLC

Founded in 1987, *Aligned for Results'* mission to help individuals, organizations, and communities envision and achieve the results they desire. *Aligned for Results* is an LLC small business, formerly known as Health and Environment, a HUBZone qualified firm with GSA Contract No. GS-10F-0318R. Principals Randall W. Thomas, Ph.D. and Susan E. Berry, MA, have led or facilitated staff, leadership, and organizational development initiatives for over thirty years at local, state, national and international levels. They count their success in the continuing vitality and impact of the people and projects they have served.

We assume that answers to current challenges lie within ... within individuals, teams, and communities. Our services can help leaders, teams, or individuals discover how to combine internal resources with new input and methods as they map and move along a path of progress. We integrate four areas of expertise to fit specific needs:

**Path of Progress Consulting™ (SINs 874-1, 874-1RC):** Consultation with leaders to: a) reach a common understanding of history, current situation, and desired outcomes; b) develop measures of success; c) analyze existing and needed resources; d) explore opportunities to leverage change; and e) evaluate the impact of possible interventions. The Path of Progress™ that emerges establishes a framework for further action. This framework typically includes one or more of the following elements, integrated with consulting assistance:

**Facilitation of Collaborative Planning (SINs 874-2, 874-2RC, 874-1, 874-1RC):** Facilitation services assist teams to: a) identify and engage stakeholders; b) discover and share common vision, values, principles and desired results; c) develop collaborative strategies and action plans; and d) document these plans.

**Applied Research and Survey Services (SINs 874-3, 874-3RC, 874-1, 874-1RC):** When teams need to scan their environment, assess needs and opportunities, or evaluate the impact of their work, *Aligned for Results* can assist. Along with performing assessments, we help people choose and use data collection tools that match their goals. The emphasis is on 'do-it-yourself' methods such as customer or community surveys and focus groups, which put the power of practical evaluation in the hands of people who conduct programs. Assistance on establishing baselines, progress indicators, and data collection methods is available.

**Training (SINs 874-4, 874-4RC, 874-1, 874-1RC):** *Aligned for Results* provides training to build individual or team capabilities and resources. Workshops are tailored to organizational or community context, and linked to existing or upcoming projects. These projects provide immediate opportunities for practice and improved performance. An interactive format invites participants to link current skills and abilities with new perspectives and techniques. Learning is fast, fun, and results-oriented.

*Aligned for Results'* principals work as a team to define desired outcomes and requirements with clients. Quality is assured through discussion of expectations and success indicators at the initiation of each contract, and through subsequent progress reviews conducted via phone, E-mail, or personal consultation as agreed. Each training or facilitation project is evaluated by participants. If requested, results of these evaluations are summarized and provided to clients along with the original evaluations. Unless otherwise specified, if reports are part of the anticipated product, they are delivered in outline and draft form for client review, and feedback is incorporated as agreed.

# Results Tailored to Partner Outcomes

What do results look like in practice? The following profiles demonstrate how we combine coaching, facilitation, training, and applied research to match our project partners' goals.

## **US Air Force Family Support Center 'Consulting Tools' Training:**

Enabled Family Support Center (FSC) teams to fulfill newly mandated requirements for leadership consulting and Unit service delivery. We consulted with sponsors at Command and base levels to specify change in requirements and job roles for FSC staff related to the evolving Air Force mission. Based on outcomes identified with sponsors, we customized training to address: skills and strategies for consulting with leaders; Unit research methods; Results Management principles; and techniques for collaborative planning, service delivery, and evaluation. Satisfaction surveys and follow-up conversations with FSC base and Command leaders confirmed marked improvement in participant confidence and competence to undertake consulting tasks. This has aided recognition and use of FSC resources among military Units. (2004-2005)

**US Air Force 'Working Together' Initiative:** Assisted Family Support Center and Integrated Delivery System (IDS) partners to improve collaboration on initiatives promoting military community well-being and readiness. Consultation included a survey to rate collaboration on current shared projects, and assessment of results from a base-wide Summit regarding community readiness and quality of life issues. A two-day workshop engaged FSC and IDS Team members in: discussion of survey and Summit results; definition of Best Practices for collaboration; and facilitated planning of three high-priority shared service projects. The workshop assisted IDS and Summit leaders to meet a Wing Command mandate to update their Community Action Plan based on community member feedback. (2005)

# Project Profiles continued...

## **US Air Force Community Capacity Action Plan Development:**

Assisted Integrated Delivery System Teams at twelve AMC Air Force Bases to assess community data and prepare collaborative Community Action Plans. Plans provide a two-year focus for helping agencies that assist military members, their families, and their communities. Results included enhanced collaboration in service assessment and delivery. (2003-2004)

## **US Air Force Family Support Center Focus Group Needs**

**Assessment Training:** Assisted Family Support Center staff and heads of health and social service agencies at Air Force Bases in Northern California and Kansas to plan and lead Focus Groups for service evaluation. Training strengthened collaboration and supported the Base-wide strategy to realign and integrate services for priority needs. Data from Focus Groups was used to complement analysis of the 2003 Community Needs Assessment and development of the 2004 Community Capacity Action Plan at these bases. (2003)

**Business and Visitor Center Collaborative Planning:** Facilitated multi-agency sponsors of a new Business and Visitor Center as they mapped regional trends, examined strategic opportunities, developed a shared vision, defined their mission and agreed to plans for Center operation. Meetings laid the foundation for continuing collaboration after the Center opened in 2003. Center sponsors agree that "Vision-to-Action" planning was key to rapid and lasting results. (2002-2003)

**US Customs Service Leadership and Staff Development:** Assisted executive management to evaluate staff and organizational development needs; customized and presented a suite of workshops for managers, administrative staff, and investigators; equipped staff with a common set of communication strategies and specific skills related to their primary functions. Results included enhanced motivation, coaching, sense of teamwork, and ability to deal with organizational change. (2002)

# Project Profiles continued...

**Hospital Leadership Training and Community Wellness Strategic Plan:** Worked with CEO and leadership team to identify staff development needs related to the Hospital's evolving health care vision; provided training to enhance coaching skills and team leadership abilities; and facilitated Vision-to-Action planning associated with the Hospital's 10-Year Plan and community wellness initiative. (2002)

**Healthy Start Focus Group Training and Program Planning Facilitation:** Provided consultation, conference design, and facilitation to support team building and effective planning among new Healthy Start school-site collaboratives. Designed and delivered Focus Group training to assist regional Healthy Start teams in community asset and needs assessment, and planning for local child/family services. Facilitated staff retreat to assess program results and plan for improvement and new needs. (2000-2002)

**Domestic Violence (DV) Reduction:** Assisted Domestic Violence shelter sponsor to research DV trends and needs; trained staff to lead Focus Groups with survivors; facilitated a collaborative strategic plan to reduce DV county-wide; and assisted evaluation planning and reports. Results validated program to funders, strengthened collaboration among DV-related agencies, and refocused services. (2000-2001)

**Children's Report Card:** Convened a community stakeholders conference to develop a collaborative vision, outcomes, and success measures for assessment of children's well-being; located, analyzed and assembled data to calculate these indicators; produced a data set and 'user-friendly' report on trends and current status of children's well-being in Lake County, CA (download at <http://www.aligned4results.com/ExamplesOfOurWork.html>). (1999-2000)

# Project Profiles continued...

**New Vision/New Supervision Project:** Facilitated Department of Social Services staff in renewing their vision and mission; trained supervisors to promote effective performance and teamwork in a reorganized structure; and supported the introduction of the agency's new structure and services to the community-at-large. (1999-2000)

**Community Services Leadership Development and Strategic Planning Support:** Worked with leadership of Sutter Lakeside Community Services, a social service nonprofit, to identify staff and organizational development needs; provided training to enhance coaching and team leadership abilities; and facilitated staff to forge a unified vision, mission, and service delivery principles. (1999-2003)

**Morale, Welfare, and Recreation Training for USAREUR:** Assessed needs, developed, and delivered a series of four work shops on effective communication, supervision, and team-building for staff supporting military families in Europe. (1999)

**Workforce Development Assistance:** Conducted employment counselor 'Detective Skills' training to enhance client information-gathering and career planning assistance. Presented 'The Trainer's Toolkit', enabling staff to design and deliver their own workshops. With staff, organized and conducted pre-employment training, equipping graduates for work with local employers. Facilitated Executive Committee strategic planning meetings to structure service integration efforts among agencies participating in a county-wide employment assistance One-Stop. (1997-2003)

We believe that people grow through service, and that community and organizational vitality is linked to the well-being of individuals at work together. Whether we are conducting a one-day course or a multi-agency collaborative planning process, these beliefs guide us and enhance results. Imagine people that you work with committed to a common vision and set of values. Imagine mobilizing the support and active involvement of your partners and stakeholders. Imagine a sense of community that fosters excellence.

This is the potential that we see in partnering with you.

# Labor Categories and Pricing

(SINs 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC)

**Senior Consultant: (\$165/hour with 15% discount to \$140.25/hour for tasks equal to or exceeding 25 hours)** Develops relationship with customers; identifies their desired outcomes, specific desired results, success indicators and targets; seeks customer input on resources needed or available, and fruitful pathways to achieve desired ends; researches existing situation in relation to customer's desired outcomes and results; prepares recommendations on focus and action for customer consideration; and may facilitate and participate in joint research, planning, implementation, and evaluation associated with producing the customer's desired results; and/or consults on and may participate in successful project team renewal or sun-setting consideration, planning, and action-taking. Education and Experience: Masters and/or Doctorate degree from accredited college or University with 20 or more years of experience. Experienced in meeting facilitation and supporting principles, and in use of graphic facilitation tools.

**Associate Consultant: (\$125/hour with 15% discount to \$106.25/hour for tasks equal to or exceeding 25 hours)** Under direction of a Senior Consultant, supports the development of relationships with customers; identifies their desired outcomes, specific desired results, success indicators and targets; seeks customer input on resources needed or available, and fruitful pathways to achieve desired ends; researches existing situation in relation to customer's desired outcomes and results; prepares recommendations (which may be reviewed by a Senior Consultant) on focus and action for customer consideration; may participate in, and may assist in facilitating, joint research, planning, implementation, and evaluation associated with producing the customer's desired results; and/or consults on and may participate in successful project team renewal or sun-setting consideration, planning, and action-taking. Education and Experience: Professional (with or without a college degree) with more than 5 but less than 20 years of relevant experience. If asked to facilitate meetings, should be familiar with facilitation principles, use of graphic facilitation tools, and have demonstrated successful skill in facilitating.

# Labor Categories and Pricing

(SINs 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC)

**Senior/Associate Consultant - Report Writing: (\$125/hour with 15% discount to \$106.25/hour for tasks equal to or exceeding 25 hours)** Report writing tasks associated with facilitation of strategic plans or multi-agency collaboration (SIN 872-2) will be billed at the stated rates for both Senior and Associate Consultants.

**Administrative Assistant: (\$65/hour with 10% discount to \$58.50/hour for tasks equal to or exceeding 25 hours)** Skilled at administrative duties including correspondence, communications, materials reproduction and shipping, scheduling, budget tracking, invoicing, payments, supplies ordering, identifying and following up on contract-related administrative requirements, and/or other related activities. Able to use modern personal computer systems, and (at a minimum) word processing, spreadsheet, and basic computer graphics programs, and the internet. Education and Experience: 2 or more years of experience in administrative assistance duties, with two or more years of college experience.

**Research/Data Entry Assistant: (\$65/hour with 10% discount to \$58.50/hour for tasks equal to or exceeding 25 hours)** Skilled at performing background/information gathering and constructing reports, basic databases, and data/information graphics or summaries in hardcopy and electronic file form in response to specific requests from Senior or Associate Consultants. Able to use modern personal computer systems, and (at a minimum) word processing, spreadsheet, and computer graphics programs, basic database capabilities, and the internet. Education and Experience: 2 or more years of experience in data or background research, and/or data entry, with two or more years of college experience.

SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

Tools of Engagement - How to Develop Effective Consulting Relationships with Leaders

Title of Course:	<i>Tools of Engagement - How to Develop Effective Consulting Relationships with Leaders</i>	Length of Course (# of Hrs/Days):	<i>17 hours (2 days)</i>
Price of Course:	<i>\$ 6,950</i>	Minimum Number of Participants:	<i>10</i>
Price Per Additional Participant in excess of 12:	<i>\$ 375</i>		
Discount for offering course: 3-5 times/ 6 or more times	<i>12.5%/ 20% off price</i>	Maximum Number of Participants:	<i>18</i>
<u>Description of Class</u>			
<p><i>Many organizations assign human resource or family and community support units to address work/life issues that affect performance. Staff of these units must work with leaders to recognize and resolve conditions that impact morale, productivity, and retention. Staff may also assist leadership in planning for organizational change. To do these tasks effectively, staff need the strategies of skillful consultants.</i></p> <p><i>This two-day workshop provides an overview of consulting, and addresses consulting tasks required at the initial stage of partnering with leaders to plan for improved performance. Participants will learn how to:</i></p> <ul style="list-style-type: none"> <li><i>(1) Clarify consulting responsibilities and align vision, values, and professional competencies with this role;</i></li> <li><i>(2) Establish productive relationships with leaders;</i></li> <li><i>(3) Identify leaders' desired results and options for a service partnership;</i></li> <li><i>(4) Research and assess factors influencing the well-being and productivity of the organization's members;</i></li> <li><i>(5) Contract for further phases of service planning and delivery.</i></li> </ul> <p><i>This workshop can be paired with 'Partnering on Service Plans and Delivery' for a comprehensive 4-day consultant training program (please see 'Consulting Tools for Human Resource Specialists').</i></p>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Partnering on Service Plans and Delivery**

Title of Course:	<b><i>Partnering on Service Plans and Delivery</i></b>	Length of Course (# of Hrs/Days):	<b><i>17 hours (2 days)</i></b>
Price of Course:	<b><i>\$ 6,950</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Additional Participant in excess of 12:	<b><i>\$ 375</i></b>		
Discount for offering course: 3-5 times/ 6 or more times	<b><i>12.5%/ 20% off price</i></b>	Maximum Number of Participants:	<b><i>18</i></b>
<u>Description of Class</u>			
<p><b><i>This two-day workshop presents Results Management as a framework for development of multi-agency services or interdepartmental processes and systems. Participants will learn how to:</i></b></p> <p><b><i>(1) Provide effective feedback to leaders on organizational or unit conditions and needs;</i></b>  <b><i>(2) Partner with leaders to define outcomes for improved performance and support services;</i></b>  <b><i>(3) Use Results Management concepts to anchor and frame collaborative service delivery plans;</i></b>  <b><i>(4) Assess progress towards desired targets during implementation of planned activity;</i></b>  <b><i>(5) Identify and acknowledge success and required improvement through project evaluation;</i></b>  <b><i>(6) Build on collaborative project achievements.</i></b></p> <p><b><i>This workshop can be paired with ‘Tools of Engagement’ (described previously) for a comprehensive 4-day consultant training program (please see ‘Consulting Tools for Human Resource Specialists’).</i></b></p>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

## SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

### Consulting Tools for Human Resource Specialists

Title of Course:	<i>Consulting Tools for Human Resource Specialists</i>	Length of Course (# of Hrs/Days):	<b>34 hours (4 days)</b>
Price of Course:	<b>\$ 11,350</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant 13th thru 15th:	<b>\$ 712</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<p><i>This four-day workshop enables participants to consult and partner with organizational leaders on performance improvement through work/life services. It can enhance the leverage and effectiveness of military family and community support staff, employment and business development counselors, and human resource professionals in public agencies.</i></p> <p><i>The workshop provides an overview of consulting, and addresses consulting tasks required at different stages of service planning and delivery. The first two days covers how to:</i></p> <ol style="list-style-type: none"> <li><i>(1) Clarify consulting responsibilities and align vision, values, and professional competencies with this role;</i></li> <li><i>(2) Establish productive relationships with leaders;</i></li> <li><i>(3) Identify leaders' desired results and options for a service partnership;</i></li> <li><i>(4) Research and assess factors influencing the well-being and productivity of the organization's members;</i></li> <li><i>(5) Contract for further phases of service planning and delivery.</i></li> </ol> <p><i>The second two days demonstrate and provide practice on how to plan, deliver, and evaluate services in collaboration with leadership and other units or agencies. Participants will learn how to:</i></p> <ol style="list-style-type: none"> <li><i>(1) Provide effective feedback to leaders on organizational or unit conditions and needs;</i></li> <li><i>(2) Partner with leaders to specify outcomes for improved performance and support services;</i></li> <li><i>(3) Use Results Management concepts to anchor and frame collaborative service plans;</i></li> <li><i>(4) Assess progress towards desired targets during implementation of plans;</i></li> <li><i>(5) Identify and acknowledge success and required improvement through project evaluation;</i></li> <li><i>(6) Build on collaborative project achievements.</i></li> </ol> <p><i>(Please note: This 4-day course integrates the two-day workshops described earlier as 'Tools of Engagement: How to Develop Effective Consulting Relationships with Leaders' and 'Partnering on Service Plans and Delivery'.)</i></p>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Working Together: How to Collaborate for Service and Program Delivery**

Title of Course:	<b><i>Working Together: How to Collaborate for Service and Program Delivery</i></b>	Length of Course (# of Hrs/Days):	<b><i>17 hours (2 days)</i></b>
Price of Course:	<b><i>\$ 6,950</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Additional Participant in excess of 12:	<b><i>\$ 375</i></b>		
Discount for offering course: 3-5 times/ 6 or more times	<b><i>12.5%/ 20% off price</i></b>	Maximum Number of Participants:	<b><i>18</i></b>
<u>Description of Class</u>			
<p><i>As public agencies recognize the value of integrated services and solutions to shared customers, many are investigating how to collaborate. Effective collaboration requires know-how, commitment, and tools. ‘Working Together’ provides these elements through training that is linked to development of collaborative initiatives to be co-sponsored by participating agencies. ‘Working Together’ will equip participants to:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Distinguish collaboration from cooperation and coordination;</i></li> <li><i>&gt; Recognize potential benefits of collaborative action to customers, agencies, staff, and their community;</i></li> <li><i>&gt; Identify opportunities for improved collaboration related to agency missions and responsibilities (specifically, when and where collaboration would accelerate or add value to desired customer and community results);</i></li> <li><i>&gt; Work with representatives of other agencies to envision and articulate customer or community outcomes and desired results as a guide for collaborative programs and services;</i></li> <li><i>&gt; Formulate collaborative plans that define service initiatives, partner activities, roles, responsibilities, resource commitments, and success measures;</i></li> <li><i>&gt; Establish communication and monitoring methods to promote accountability for collaborative activities;</i></li> <li><i>&gt; Outline “Next Steps” in developing collaborative programs, services, solutions, and systems.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Team of two instructors.			

SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

Detective Skills for Counselors & Coaches

Title of Course:	<i>Detective Skills for Counselors and Coaches</i>	Length of Course (# of Hrs/Days):	<b>25.5 hours (3 days)</b>
Price of Course:	<b>\$ 9,350</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant in excess of 12:	<b>\$ 535</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<u>Description of Class</u>			
<p><i>Each customer is a mysterious stranger as they enter the career, community, or family support center. Personality and interest questionnaires or resumes provide clues to the mystery. But the most effective counselors and coaches rely on skills of observation and inquiry to fill in blanks. Like Sherlock Holmes and Agatha Christie, these people have learned to gain rapport, to notice details of behavior, and to ask specific questions. Such skills, along with the ability to suspend judgment and recognize patterns, enable them to help customers maximize personal potential and match it to the requirements of family, community, or job market.</i></p> <p><i>‘Detective Skills for Counselors and Coaches’ enables participants to gather customer information through interviews, to assist customers in setting goals and developing action plans, and to coach them as they travel a personal Path of Progress™. Participants will practice specific skills as part of an overall strategy to:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Gain rapport;</i></li> <li><i>&gt; Explore family or employment history;</i></li> <li><i>&gt; Assist customers to develop realistic, motivating, and measurable family or employment goals;</i></li> <li><i>&gt; Identify relevant personal resources and abilities;</i></li> <li><i>&gt; Determine resource needs and available support; and</i></li> <li><i>&gt; Coach customers to set and follow through on family or career action plans.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Team of two instructors.			

## How to Plan and Lead a Focus Group

Title of Course:	<i>How to Plan and Lead a Focus Group</i>	Length of Course (# of Hrs/Days):	<i>17 hours (2 days)</i>
Price of Course:	<i>\$ 6,950</i>	Minimum Number of Participants:	<i>10</i>
Price Per Additional Participant in excess of 12:	<i>\$ 375</i>		
Discount for offering course: 3-5 times/ 6 or more times	<i>12.5%/ 20% off price</i>	Maximum Number of Participants:	<i>18</i>
<u>Description of Class</u>			
<p><i>Focus Groups invite a small group of people to exchange ideas and opinions on a selected topic. Both marketing pros and community development practitioners use them to investigate customer priorities. Focus Groups can also help sponsors: 1) discover what stakeholders think, believe, or feel about current services; 2) generate productive new program approaches; and 3) provide data to demonstrate agency impact. With skillful planning, in-house Focus Group leaders can build engagement with their customers and broader support for the organization’s initiatives.</i></p> <p><i>This two-day workshop introduces a practical “Do-it-Yourself” method to plan and lead an effective Focus Group. Participants will:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Watch a Focus Group in action, listen to results, and identify what it takes to lead a successful group;</i></li> <li><i>&gt; Explore a five-step process for planning and leading effective Focus Groups;</i></li> <li><i>&gt; Discuss desired outcomes for their organizations research, the range of data sources which will be part of the effort, and what Focus Group data will contribute;</i></li> <li><i>&gt; Identify desired Focus Group participants;</i></li> <li><i>&gt; Join a team to plan a Focus Group;</i></li> <li><i>&gt; Generate questions for a Focus Group to identify customer priorities, or for a Focus Group to assist evaluation;</i></li> <li><i>&gt; Use Pointed Questions to guide Focus Group discussion;</i></li> <li><i>&gt; Practice rapport-building, facilitation, recording, and group management strategies;</i></li> <li><i>&gt; Assign Focus Group roles, review scripts, gain confidence, and set the stage for success.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

## Vision-to-Action Planning Conference

Title of Course:	<i>Vision-to-Action Planning Conference</i>	Length of Course (# of Hrs/Days):	<i>17 hours (2 days)</i>
Price of Course:	<i>\$ 8,145</i>	Minimum Number of Participants:	<i>10</i>
Price Per Additional Participant in excess of 12:	<i>\$ 375</i>		
Discount for offering course: 3-5 times/ 6 or more times	<i>12.5%/ 20% off price</i>	Maximum Number of Participants:	<i>20</i>

Description of Class

*Collaborative planning takes more than good intentions. An agenda that clearly targets desired results, proven strategic planning models, and skilled facilitation can help stakeholders from multiple organizations produce an action-oriented plan that reflects and strengthens their shared vision and accountability.*

*'Vision to Action' services combine sponsor consultation, stakeholder and issue analysis, instruction, and facilitation of multi-agency strategic planning. Based on outcomes identified with conference sponsors, the facilitation team will develop a customized agenda that integrates traditional strategic planning with instruction on results management concepts, high performance team-building techniques, and construction of specific results and success indicators. These methods demonstrate and foster collaboration as they maximize the utility of the Plan produced by conference participants. Conferences typically include these elements:*

- > Review of conference purpose and stakeholder interests;*
- > Presentation of data on current conditions and trends impacting customers and service providers;*
- > Review of results produced through prior collaboration;*
- > Identification of mutual service strengths, limits, and opportunities;*
- > Development of a shared vision and mission to guide collaborative planning;*
- > Review of results management concepts;*
- > Definition of desired customer or community outcomes and success indicators;*
- > Definition of desired results, indicators, and action plans for programs and services;*
- > Presentation and integration of Plan elements;*
- > Discussion and assignment of Next Steps.*

Includes up to 26 hours of pre and post-course consultation. Conducted by team of two instructor/facilitators. Documentation of conference results can be arranged as an additional item.

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Motivating High Performance: Coaching Skills for Supervisors and Managers**

Title of Course:	<i>Motivating High Performance: Coaching Skills for Supervisors and Managers</i>	Length of Course (# of Hrs/Days):	<b>8.5 hours (1 day)</b>
Price of Course:	<b>\$ 3,725</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant in excess of 12:	<b>\$ 250</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<u>Description of Class</u>			
<p><i>Learning how to coach on-the-job can help supervisors and managers gain staff trust, build commitment to organizational vision and mission, clarify goals, and improve results. In this fast-paced one-day workshop, participants learn to:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Assess their own Motivation Profile;</i></li> <li><i>&gt; Detect differences in motivational styles;</i></li> <li><i>&gt; Build rapport with a wide range of people;</i></li> <li><i>&gt; Present the organization's vision and mission in ways that foster commitment and aligned action;</i></li> <li><i>&gt; Coach reports, peers, and teammates to create motivating goals and plans;</i></li> <li><i>&gt; Use practical daily coaching tools to improve performance;</i></li> <li><i>&gt; Challenge staff and teammates to deliver their best.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Team Leadership Principles & Practices**

Title of Course:	<i>Team Leadership Principles and Practices</i>	Length of Course (# of Hrs/Days):	<b>8.5 hours (1 day)</b>
Price of Course:	<b>\$ 3,725</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant in excess of 12:	<b>\$ 250</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<u>Description of Class</u>			
<p><i>Today’s public agencies are flattening hierarchies and using multi-functional teams to find and fuel solutions for strategic planning, process improvement, product development, and customer service. ‘Team Leadership Principles and Practices’ demonstrates how to structure and guide a team to deliver best results. Using a project of immediate benefit to their organization, participants will review, practice, and apply techniques to facilitate a team from start-up to high performance. This action-learning format enables workshop sponsors to target a specific initiative for improved teamwork. Participant outcomes include:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Diagnose the stages and challenges of team development;</i></li> <li><i>&gt; Identify “Best Practice” strategies to improve team performance at each stage;</i></li> <li><i>&gt; Work as a team to initiate a project or streamline procedures;</i></li> <li><i>&gt; Engage in and experience the qualities of a high-performing team;</i></li> <li><i>&gt; Identify outcomes and design an agenda for follow-up team meetings.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Motivating High Performance  
in Individuals and Teams**

Title of Course:	<b><i>Motivating High Performance in Individuals and Teams</i></b>	Length of Course (# of Hrs/Days):	<b><i>17 hours (2 days)</i></b>
Price of Course:	<b><i>\$ 6,950</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Additional Participant in excess of 12:	<b><i>\$ 375</i></b>		
Discount for offering course: 3-5 times/ 6 or more times	<b><i>12.5%/ 20% off price</i></b>	Maximum Number of Participants:	<b><i>18</i></b>
<u>Description of Class</u>			
<p><b><i>Mergers and organizational transformation create the imperative for staff to adopt new directions quickly, and team up for new endeavors. In such situations, supervisors and managers must be able to both coach individuals and lead teams according to new requirements. This two-day workshop integrates concepts, models, and strategies presented in the one-day sessions ‘Motivating High Performance: Coaching Skills for Supervisors and Managers’ and ‘Team Leadership Principles and Practices’ described above. The format enables workshop sponsors to use participating supervisors and managers as a policy or project development “Think Tank” to address organizational development or change management issues. This workshop also provides an excellent introduction to essential “people skills” for new supervisors and team leaders.</i></b></p>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

*SIN 874-4, 874-4RC: Workshop Descriptions and Pricing*

**Personal Balance, Professional Best**

Title of Course:	<i>Personal Balance, Professional Best</i>	Length of Course (# of Hrs/Days):	<i>8.5 hours (1 day)</i>
Price of Course:	<i>\$ 3,725</i>	Minimum Number of Participants:	<i>10</i>
Price Per Additional Participant in excess of 12:	<i>\$ 250</i>		
Discount for offering course: 3-5 times/ 6 or more times	<i>12.5%/ 20% off price</i>	Maximum Number of Participants:	<i>18</i>
<u>Description of Class</u>			
<p><i>Today’s administrators juggle more responsibility, work longer hours, and face less job security than those of a decade ago. Maintaining motivation in this environment requires a fresh and proactive approach. Knowing yourself, developing rewarding workplace relationships, and taking charge of your career can “stress proof” your work day and multiply the rewards of your professional path.</i></p> <p><i>In this one-day workshop participants learn to:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Inventory work values and determine their motivation style;</i></li> <li><i>&gt; Set meaningful professional goals that match their organization’s needs;</i></li> <li><i>&gt; Practice time management to give their goals room to grow;</i></li> <li><i>&gt; Build rapport and effective communication with colleagues;</i></li> <li><i>&gt; Develop a “Success Team” of colleagues, coaches, and mentors;</i></li> <li><i>&gt; Adopt “High-Performance Attitudes” for career rewards.</i></li> </ul>			
Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.			

SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

## What's My Style? An Inside-Out Investigation of Communication Success

Title of Course:	<i>What's My Style? An Inside-Out Investigation of Communication Success</i>	Length of Course (# of Hrs/Days):	<i>8.5 hours (1 day)</i>
Price of Course:	<i>\$ 3,725</i>	Minimum Number of Participants:	<i>10</i>
Price Per Additional Participant in excess of 12:	<i>\$ 250</i>		
Discount for offering course: 3-5 times/ 6 or more times	<i>12.5%/ 20% off price</i>	Maximum Number of Participants:	<i>18</i>
<u>Description of Class</u>			
<p><i>Ever wondered why what you said to another, so clear to you, seemed to miss the mark? The answer lies in the different ways that people sense, absorb, organize, and express information. This workshop introduces a practical model of communication and learning with multiple applications in the workplace. Practice in basic communication skills is paired with an application session to address issues such as improved customer service, information-gathering and interview skills, development of presentations, or team communication. (The application topic will be selected to suit sponsor outcomes.) Participants will:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Discover which senses are their strongest for receiving and processing information;</i></li> <li><i>&gt; Identify their communication and motivation style;</i></li> <li><i>&gt; Recognize people with different communication traits and styles;</i></li> <li><i>&gt; Match non-verbal aspects of communication to gain rapport;</i></li> <li><i>&gt; Hear and speak to shared interests and values;</i></li> <li><i>&gt; Use the Language of Influence and Pointed Questions to gather needed information.</i></li> </ul> <p><i>Awareness of communication style is a key to learning more easily, more effectively, and with more enjoyment. Understanding the communication style and preferences of others is a key to more productive communication, whether with the public, with colleagues, or with family and friends. As you become familiar with your own style and learn to adapt your messages to the style of others, you may find your communication getting better results than you had ever imagined!</i></p>			
Includes up to 16 hours of pre and post-course consultation. Team of two instructors..			

## SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

### LeaderLab: A Workshop for Leadership Teams

Title of Course:	<i>LeaderLab: A Workshop for Leadership Teams</i>	Length of Course (# of Hrs/Days):	<b>41 hours (5 days)</b>
Price of Course:	<b>\$ 14,825</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant 13th thru 15th:	<b>\$ 985</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<u>Description of Class</u>			
<p><i>Leadership begins with personal conviction and a vision of what can be. Leaders engage others in a journey to a brighter and more satisfying future. The journey may not be easy, and the ability to inspire commitment, guide action, and achieve results is vital to success.</i></p> <p><i>LeaderLab combines a 3-day leadership workshop with the opportunity to facilitate a staff recognition and/or planning event. This action-learning format will challenge participants to build and exercise the capability, confidence, and commitment they need to lead well. The workshop offers opportunities to explore and develop individual leadership vision, abilities, and confidence. Participants will also work as a team to identify and address organizational challenges. Using a staff recognition and planning conference as their leadership lab, they will guide staff to higher performance, greater personal satisfaction, and extraordinary results. The LeaderLab instructional team will be on hand to provide overall conference facilitation and follow-up coaching which will integrate and extend leadership lessons. Specific outcomes include:</i></p> <ul style="list-style-type: none"> <li><i>&gt; Explore what leadership means to you;</i></li> <li><i>&gt; Assess personal leadership abilities and goals;</i></li> <li><i>&gt; Examine leadership challenges at the organization;</i></li> <li><i>&gt; Experience the power of vision as a leadership tool;</i></li> <li><i>&gt; Practice positive influence to get the best from staff;</i></li> <li><i>&gt; Plan an event to recognize and reinforce great work;</i></li> <li><i>&gt; Facilitate staff contribution to organization policy;</i></li> <li><i>&gt; Guide project start-up through development of a shared vision, mission, and plans;</i></li> <li><i>&gt; Build your leadership tool kit, self-confidence and direction;</i></li> <li><i>&gt; Shape culture, improve communication, and strengthen relationships;</i></li> <li><i>&gt; Create and enjoy an amazing staff recognition or planning conference!</i></li> </ul>			
Includes up to 26 hours of pre and post-course and conference consultation. Team of two instructors.			

## SIN 874-4, 874-4RC: Workshop Descriptions and Pricing

### The Trainer's Toolkit

Title of Course:	<i>The Trainer's Toolkit</i>	Length of Course (# of Hrs/Days):	<b>41 hours (5 days)</b>
Price of Course:	<b>\$ 14,825</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant 13th thru 15th:	<b>\$ 985</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>
<u>Description of Class</u>			
<p><i>Many organizations rely on in-house instructors to guide on-the-job training or to present public workshops. Those selected as trainers may be highly experienced in their subject areas, yet lack the concepts and communication strategies that support learning. The Trainer's Toolkit is designed to help content pros make their presentations both more enjoyable and more effective.</i></p> <p><i>This five-day workshop combines principles of accelerated learning with practical exercises on workshop and instructional material design. Participants are invited to bring their own training topics to class, and use the workshop as a laboratory for design of instructional presentations and support material. Through interactive lectures, demonstration, guided practice, coaching, and application of new methods to a personal project, participants accelerate their competence and confidence to: /</i></p> <ul style="list-style-type: none"> <li><i>&gt; Explore and apply accelerated learning methods in design of training presentations;</i></li> <li><i>&gt; Organize content quickly with mind maps and storyboards;</i></li> <li><i>&gt; "Visualize" instructional messages with common AV aides;</i></li> <li><i>&gt; Produce handouts, promotional material, and notebooks to support learning;</i></li> <li><i>&gt; Use presentation delivery methods that appeal to a range of learning styles;</i></li> <li><i>&gt; Create a safe and stimulating learning environment;</i></li> <li><i>&gt; Engage their audience with content and interactive exercises that appeal to a range of learning styles;</i></li> <li><i>&gt; Enhance personal presentation skills.</i></li> </ul>			
Includes up to 26 hours of pre and post-course and conference consultation. Team of two instructors.			

## SIN 874-4, 874-4RC: Workshop Description and Pricing

### Consulting Tools: Condensed Version for Intact Work Teams

Title of Course:	<i>Consulting Tools: Condensed Version for Intact Work Teams</i>	Length of Course (# of Hrs/Days):	<b>25.5 hours (3 days)</b>
Price of Course:	<b>\$ 9,350</b>	Minimum Number of Participants:	<b>10</b>
Price Per Additional Participant in excess of 12:	<b>\$ 535</b>		
Discount for offering course: 3-5 times/ 6 or more times	<b>12.5%/ 20% off price</b>	Maximum Number of Participants:	<b>18</b>

*This three-day workshop enables participants from an intact work team to consult and partner with organizational leaders on employee performance improvement through work/life services. It condenses the material from “Consulting Tools for Human Resource Specialists” so that it is focused on and applies to a particular work team engaged in consulting with leaders.*

*The workshop provides an overview of consulting, and addresses consulting tasks required at different stages of leadership engagement, service planning and delivery. The first day covers how to:*

- (1) Clarify consulting responsibilities and align vision, values, and professional competencies with this role;*
- (2) Establish productive relationships with leaders;*
- (3) Identify leaders’ desired results and options for a service partnership;*
- (4) Contract for further phases of service planning and delivery.*

*The second day demonstrates and provides practice on how to plan for services in collaboration with leadership and others. Participants will learn how to:*

- (1) Research and assess factors influencing the well-being and/or productivity of the organization’s members related to the leader’s desired outcome;*
- (2) Provide effective feedback to leaders on organizational or unit conditions and needs;*
- (3) Partner with leaders to specify specific results for improved performance and support services;*
- (4) Use Results Management concepts to anchor and frame collaborative service plans and assess progress towards desired targets during implementation of plans.*
- (5) Facilitate and write up collaborative plans for service delivery, monitoring, and evaluation.*

*The third day enables participants to:*

- (1) Engage others in collaborative unit service projects, and use Unit Service Plans to guide and monitor the work of service delivery teams;*
- (2) Identify service implementation issues that block team progress, and facilitate their resolution;*
- (3) Use service evaluation and team renewal events to describe impact and sustain success;*
- (4) Recommend action to improve the team’s delivery of service.*

*Includes up to 16 hours of pre and post-course consultation. Conducted by two-person instructional team.*

## Customer Information:

**Contract Number:** GS-10F-0318R

**Taxpayer Identification Number:** 68-0370326

**1a. Table of Special Awarded Item Number(s) with appropriate cross-reference to page numbers:** 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC, 874-4, 874-4RC

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/ dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**

(Please see prices listed in the [Labor Categories and Pricing section](#) and in the [Workshop Descriptions and Pricing section](#).)

**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 see "Labor Categories and Pricing (SIN 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC)".)

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

**3. Minimum:** \$300.00

**4. Geographic Coverage (delivery Area):** Domestic and Overseas

**5. Point(s) of production (city, county, and state, or foreign country):** Same as company address

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

**Government Awarded Prices (Net Prices)** See [labor category prices](#) and [workshop prices](#) listed in this document.

**Contractor will accept LH and FFP**

**7. Quantity discounts:** See item 6 for discounts.

**8. Prompt payment terms:** 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:** Will Accept Over \$2,500.

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

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

**11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor

**11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also the contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor

**11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:** Contact Contractor

**12. F.O.B. Point(s):** Destination

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

**13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).**

**14. Payment address(es):** Same as company address

**15. Warranty provision:** Contractor's standard commercial warranty

**16. Export Packing Charges (if applicable):** N/A

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor

**18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

**19. Terms and conditions of installation (if applicable):** N/A

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**N/A

**20a. Terms and conditions for any other services (if applicable):** N/A

**21. List of service and distribution points (if applicable):** N/A

**22. List of participating dealers (if applicable):** N/A

**23. Preventive maintenance (if applicable):** N/A

**24a. Special attributes such as environment attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A

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

**25. Data Universal Numbering System (DUNS) number:** 11-1484726

**26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered