

(i) 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 GSA Advantage! is: GSAAAdvantage.gov.

Schedule Title: **Mission Oriented Business Integrated Services (MOBIS)**

FSC Group, Part, and Section or Standard Industrial Group (as applicable): Not Applicable
 PART Not Applicable SECTION Not Applicable

Contract number: **GS-10F-094AA**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: **February 6, 2013 through February 5, 2018**

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable): **Evans and Associates Consulting Co.; 1078 Sugar Maple Drive * Oneida, New York 13421; Phone: 315-363-6999; Fax: 315-363-8595**

Contractor's internet address/web site where schedule information can be found (as applicable). : <http://www.eaccservices.com>

Contract administration source (if different from preceding entry):
 Business size. **Small**

(ii) CUSTOMER INFORMATION: The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). **-874-1 and 874-4**
- 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. **Not Offering Products**
- 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:

Organizational Climate Survey	\$162.05
360-Degree Feedback Instrument	\$242.32
Partnering Meeting/Consulting	\$2,211.96


EACC
 Professional and Organizational Development

Professional and Management Development	\$751.90
Leadership Development Program	\$49,586.90
Communication in the Workplace Training	\$5,743.07
Interpersonal Awareness and Action for Leaders	\$2,916.88

2. Maximum order: **\$1,000,000.00**
3. Minimum order: **\$100.00**
4. Geographic coverage (delivery area): **48 Contiguous States including Washington D.C.**
5. Point(s) of production (city, county, and State or foreign country): **Not Applicable**
6. Discount from list prices or statement of net price: **3.5%-7.5%**
7. Quantity discounts: **1% for orders equal to or exceeding \$100,000.00; 2% for order equal to or exceeding \$200,000.00 and 5% for orders equal to or exceeding \$500,000.00**
8. Prompt payment terms: **1%, 10 Days, Net 30**
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: **Yes, Government purchase cards are accepted at or below the micro-purchase threshold**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Yes, Government purchase cards are accepted above the micro-purchase threshold.**
10. Foreign items: **Not Applicable**
- 11a. Time of delivery: **To be determined at Task Order Level**
- 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 lists that have expedited delivery: **To be determined at Task Order Level**
- 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: **To be determined at Task Order Level**
- 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: **To be determined at Task Order Level**
12. F.O.B. point(s): **Not Applicable**
- 13a. Ordering address: **1078 Sugar Maple Drive * Oneida, New York 13421**

- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3: **Not Applicable**
14. Payment address: **1078 Sugar Maple Drive * Oneida, New York 13421**
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): **Not Applicable**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **Not Applicable**
19. Terms and conditions of installation (if applicable): **Not Applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**
- 20a. 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): **Not Applicable**
23. Preventive maintenance (if applicable): **Not Applicable**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) **Not Applicable**
- 24b. 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.eaccservices.com>
25. Data Universal Number System (DUNS) number: **161556235**
26. Notification regarding registration in Central Contractor Registration (CCR)/SAM database.- **Evans and Associates Consulting CO.** is registered in CCR/SAM

SIN(s)	Service	Contractor or Customer Site	Domestic or Overseas	Unit of Issue	GSA Price (including IFF)
874 1	Organizational Climate Survey	Both	Domestic Only	Per Individual Survey	\$162.05
874 1	360-Degree Feedback Instrument	Both	Domestic Only	Per Individual Survey	\$242.32
874 1	Partnering Meeting/Consulting	Both	Domestic Only	Day	\$2,211.96

SIN	Course Title	Course Length	Minimum Participants	Maximum Participants	Contractor or Customer Site	Domestic or Overseas	Unit of Issue	GSA Price (including IFF)
874 4	Professional and Management Development	6-months	1	1	Both	Domestic Only	Per Person	\$751.90
874 4	Leadership Development Program	1 year with 22-meeting days	5	20	Both	Domestic Only	Per Course	\$49,586.90
874 4	Communication in the Workplace Training	2-days	5	35	Both	Domestic Only	Per Course	\$5,743.07
874-4	Interpersonal Awareness and Action for Leaders	1-day	5	28	Both	Domestic Only	Per Course	\$2,916.88
874-4	Establishing a Mentoring Relationship Course	1-day	5	30	Both	Domestic Only	Per Course	\$2178.54

SIN: 874 1-Consulting Services

I. PARTNERING MEETING/CONSULTING

Location: Customers location
Time Frame: 1-day event
Materials: All materials to perform the event are included
Additional Costs: None
Additional Considerations: None
Overview:

Partnering is used to enhance communication, teamwork and conflict management among individuals. It is a voluntary process by which multiple stakeholders having shared interests perform as a team to achieve mutually beneficial goals. Partnering is not a social process that simply promotes courtesy and politeness—but rather is a good faith effort at joint problem resolution. The process is based on establishing mutually beneficial goals early in the project lifecycle, building trusting relationships, and engaging in collaborative problem solving. Industry studies have shown that the correct application of partnering concepts improves quality, reduces cost, and contract performance periods. Partnering is not a waiver of contractual rights and responsibilities—it is a recognition and respect of those rights and responsibilities and a willingness to work together to help all stakeholders fulfill them. These partnering concepts, when properly applied, will assist in fostering cooperative relationships with all constituents involved. EACC’s Partnering Model offers a five stage process that assists participants in becoming self reflective and aware of others, while establishing techniques for improved and sustained success

Items Covered:

Stage 1: Self-Awareness: ❶ Why partner with others?, ❷ What strengths do you bring to partnering?, ❸ What values do you bring to the process that may influence your decisions? Why are these values important to you?, ❹ What mental models do you have of each of the other groups?, ❺ What do you believe their mental models are of you?, ❻ How do these mental models help or hinder you individually and the relationship with the other groups?, ❼ What can you do today to break these mental models?

Stage 2: Defining Shared Vision: ❶ What are some of the greatest work environments/projects you have been involved with?, ❷ What were the characteristics that made them great?, ❸ What characteristics do you currently do?

Stage 3: Resolution Ladder: ❶ What problems may you encounter during the process/project?, ❷ Of those, what type of situation would define the need of a formal conversation over an informal conversation?, ❸ What are some possible issues that may arise? Normal and catastrophic.

Stage 4: Lines of Communication: ❶ What are the lines of communication in dealing with various situations?, ❷ Who will be specifically involved in discussions?, ❸ How will specific situations be resolved?

Stage 5: Charter Values: ❶ What are the key points in the timeline?, ❷ What are the evaluation tools you will use to ensure that mutually desired results are reached?, ❸ What will you agree to today with others that will allow everyone to maintain self awareness and mutual problem solving?

I. Organization Climate Survey

Location: Survey via the internet; Debrief a central customer location
Time Frame: Survey: 1-2 week administration and compilation of results in a report form;
Debrief: 4-hour session via teleconference or on-site- customers choice
Materials: All materials to perform the event are included
Additional Costs: Contractors travel costs for debrief if applicable
Additional Considerations: Pricing based on a minimum of 30 Individuals

Overview: Organizational Climate refers to a set of measurable dimensions or properties of the work environment as perceived by the people in those settings. These measurable dimensions influence motivation and behavior within individuals and teams. This survey's uniqueness is that it focuses on motivational factors, not the physical environment. The EACC Organizational Climate Survey (OCS) results are composed of a quantitative graph and subjective comments in each of the dimensions and results are presented for each department. Guided and facilitated by the instructor, each individual meets as a team for a 4-hour session. Climate dynamics are discussed, including the responsibility that each team member has in affecting their team's climate. The whole team then discusses and comes to consensus on each goal, assigns responsibility, a timeline, and specific action steps.

I. 360-Degree Feedback Instrument

Location: Survey via the internet; Debrief via teleconference
Time Frame: Survey: 1-2 week administration and compilation of results in a report form;
Debrief: 1/2 -hour via teleconference
Materials: All materials to perform the event are included
Additional Costs: None
Additional Considerations: None

Overview: EACC 360 Degree Feedback is the most powerful way to gather valuable perspectives on leadership performance by the people most affected by the way your supervisors and managers lead. Unlike most surveys that focus on gathering numerical ratings, our surveys provides detailed narrative comments on each item about what the leader is doing well and what actions or behaviors need to change. EACC 360 offers the ability for multiple raters within and outside the organization. This survey is conducted online, supporting materials are mailed, and includes a 1/2-hour coaching telephone debriefing session.

SIN: 874 4-Training Courses

w/detail descriptions of courses offered

I. Professional and Management Development

Location: Training at customer's location; 360-degree survey via the internet
Time Frame: Training: One 4-hour per month for 6-months; 360-degree Survey: 1-2 weeks administration; Organization Climate Survey: 1-2 weeks administration
Materials: All materials to perform the event are included, except survey instruments
Additional Costs: 360-Degree Survey per Individual, Organization Climate Survey per Individual
Additional Considerations: Organization Climate Survey pricing based on a minimum of 30 Individuals

Overview: Evans and Associates Consulting Corporation (EACC) Integrated Process Model utilizes a 360-degree approach to improve individual supervisor and leadership team effectiveness. It is aimed at producing meaningful change within individuals and enhancing the overall effectiveness of the district in carrying out its mission.

Items Covered: Skill Training: Training to improve each supervisor's leadership skills.

Session 1: At EACC, we believe that all meaningful and lasting change begins with individual self awareness.

This session concentrates on getting participants to evaluate their values and mental models (assumptions that result from these values) and how these affect the way they treat others. It establishes a framework for them to uncover the meaning behind the needs of individuals (including themselves) by separating positions from interests. The key learning points for participants is that their perception, while real to them, may not be seen by others equally. True self-awareness takes the ability to challenge ourselves with uncomfortable realities. By embracing and adjusting ourselves to respond to the feedback from others, the gap from what we perceive (assumptions) and what others perceive (reality) closes in. As leaders, no one else can change this but ourselves. The session wraps up with an Individual Development Goal progress review and peer evaluation.

Session 2: Concentrates on the concepts of Leadership Styles - How utilizing the most effective style for a given situation / person produces good results, while choosing an inappropriate style produces poor results. Participants take the EACC Leadership Styles Inventory (LSI). They then determine which style or styles they need to develop and set specific goals and action plans to accomplish this. The session wraps up with an Individual Development Goal progress review and peer evaluation.

Session 3: Details the measurable dimensions of Organizational Climate, how choices of Leadership Style affect these, and discussion of how to evaluate climate on an on-going basis. Each supervisor is provided a copy of his or her department Organizational Climate Survey results. He or she works together with other supervisors in his or her department to begin setting improvement change goals. The session wraps up with an Individual Development Goal progress review and peer evaluation.

Organizational Climate Debrief and Climate Improvement Goal Setting

Individual Departments meet together as a team and are briefed on the dimensions of Organizational Climate. Climate dynamics are discussed, including the responsibility that each team member has in affecting their team's climate. This reality is further supported by the facilitator charging them to be a positive and proactive force in producing a healthy and productive climate within their department and district-wide. During the session, they are given their department climate results and are split into small teams, one for each climate dimension and tasked to generate improvement goals. These small teams are chosen by the department head to ensure a mix of seniority, skills, and experience (including supervisory experience) exists within each small team. The whole team then discusses and comes to consensus on each goal, assigns responsibility, a timeline, and specific action steps.

360 Degree Feedback Online Change Evaluation Survey

A second abbreviated 360 Degree Feedback survey is conducted following session four of the Professional and Management Development. This validates the progress each participant has made through the eyes of their subordinates, peers, and superiors. The results of this survey are provided during the final training session. This validation underscores the importance of knowing oneself well as a cornerstone of leadership and sets the tone for continued application of what was learned.

Session 4: This session investigates what motivates people and how that directly relates to the workplace and job performance. Leaders gain an understanding of the basis of their power and how to use this effectively to motivate performance within their team. Communication styles are discussed and practiced with emphasis on becoming a good and patient listener. The session wraps up with an Individual Development Goal progress review and peer evaluation.

Session 5: Participants consider the way they currently influence others, determine which of nine influence strategies they find easy to use, and how to skillfully apply all nine strategies. They then learn how to map out influence strategies to fit changing situations and to ensure they are applying the appropriate basis of power to get the greatest desired effect. The session wraps up with an Individual Development Goal progress review and peer evaluation.

Session 6: The Velocity of Communications model is used to pull together previously discussed concepts of motivation, communication, influence strategies, mental models, leadership style, and team commitment to cement the interrelationships between these. Participants are given the results of their 360 Feedback Change Evaluation Survey and use these along with their development goal peer review to perform a capstone S.W.O.T. for continued post-course development.

Individual Goal Setting and Action Planning: Used to improve specific dimensions of organizational climate. Professional and Management Development are the centerpiece and key to the effectiveness of the program. This starts on day one of the training with Supervisors bringing their goals and plans in reference to their individual 360 degree feedback results. This provides them with clear focus and direction in applying learning points from the training that are directly and immediately applicable to them as leaders. They discuss and are evaluated regularly by their peers in the classroom on their progress. This results in a mentoring network that fosters the motivation for individuals to continue to develop and uncover their opportunities for growth. Instructors are able to target learning points having spent 45 to 60 minutes prior to the training getting to know each participant during one-on-one 360 degree feedback reviews. The level of discussion during these one-on-one feedback reviews is frank and honest - all the cards are on the table. This allows the instructors a unique opportunity to artfully “step on toes” in the classroom getting participants to self-reflect and clearly see the changes they need to make. There are no strangers in the classroom and frank discussions are evident from the start.

360 Degree Feedback Online Survey: The 360 Degree Feedback Survey is administered online to provide maximum flexibility to respondents. All superiors, subordinates and peers within a leader's scope of influence participate yielding a true 360-degree picture, with no limit on the number of respondents. During pre-training One-on-One Review Sessions of 360 Degree Survey Results, each participant is guided by a member of the training team in a 45-60 minute review. Participants concentrate on validating results rather than emotionally reacting to comments. The training coach also uses this discussion to start developing an individual relationship with each program participant, and to lay attitudinal and awareness foundations vital to them getting the most out of the program. Each participant then undertakes Individual Development Goal Setting based on their 360 degree feedback results prior to the first Leadership Training Program session. Goals are reviewed and critiqued by the training team, then shared with the participant's superiors. Goal progress is monitored by the training team during the duration of the program utilizing a documented peer review and reporting process conducted at the end of each program training session.

Organizational Climate Survey: Organizational Climate refers to a set of measurable dimensions or properties of the work environment as perceived by the people in those settings. These measurable dimensions influence individual and team motivation and behavior. This survey's uniqueness is that it focuses on motivational factors, not the physical environment. The Organizational Climate Survey is conducted online with all personnel; the more people who participate, the more meaningful the results are. Climate Survey Results are composed of a quantitative graph and subjective comments in each of the dimensions. Results are presented for each department, integrated into Leadership Training a Department Goal Setting sessions.

II. Leadership Development Program

Location:	Training at customer's location; 360-degree survey via the internet
Time Frame:	Training: 22-days total over 1-year (2-days for 10-months and 1-day for 2-months); 360-degree Survey: 1-2 weeks administration
Materials:	All materials to perform the event are included, except survey instruments
Additional Costs:	Myers-Briggs Type Indicator per individual; 360-Degree Survey per Individual
Additional Considerations:	None
Overview:	The overall objective of the program is to train, educate and mentor employees, who possess leadership potential, and to be effective leader-managers. The program will consist of up to 20 employees, typically college educated, but ranging in years of experience and career advancement. The program is intended to foster group dynamics, improve the Participants 'management techniques and styles, and stimulate their personal and career growth through guided and self-development activities. The program lasts 1-year.
Items Covered:	<u>Skill Training:</u> Training to improve each individual's leadership skills.

Kick-Off Meeting: The year's activities begin with a two-day kick-off meeting. This kick-off meeting will start with an orientation conducted by the Chairman of the LDP Steering Committee. The orientation provides an opportunity for the LDP participants, LDP Steering Committee, the participant's mentor, the participant's supervisor, LDP administrator, and LDP Contractor / Facilitator to get acquainted and to discuss roles and responsibilities. Topics should include; ① Introduction of Leadership Development Program, ② Facilitator and Steering Committee Representatives, ③ Roles and Responsibilities of the Leadership Development Programs, Program Facilitator, Steering Committee, LDP Administrator, Mentors, Supervisors, and Participants, ④ Calendar of Events / Time Commitments, ⑤ Dynamics of being a learning group member, ⑥ Background information on diagnostic tools used, ⑦ Background on team projects and individual development plans, ⑧ Objectives of the team projects, ⑨ Rationale for field visits, rating system, and developmental assignments, and ⑩ Question and answer session. The remainder of the kick-off meeting should focus on self-analysis,

goal setting, team building and reflection. The Facilitator, LDP Administrator and Leadership Development Program Steering Committee will conduct the session jointly. This is when the Myers-Briggs Type Indicator (MBTI), or similar diagnostic tool, will be used. Managerial Assessment Proficiency (MAP) and Individual Development Plans (IDP) will be discussed. The kick-off meeting will be scheduled by the LDP Administrator.

Mid-Point IPR: The Mid-Point IPR is a one-day meeting for reflecting on learning, sharing feedback, assessing goal achievement and continuing both personal and Leadership Development Program class team development. This meeting will be scheduled by the LDP Administrator.

RED Zone Meeting: The RED Zone Meeting is a one-day meeting for additional reflection, introspection and planning for future personal and professional development prior to graduation from the Leadership Development Program. This meeting will be scheduled by the LDP Administrator.

Coaching / Counseling Sessions: The Program Facilitator will provide a full day prior to or after the extended meetings or monthly training session, to provide individual confidential counseling sessions for the participants and summary training sessions for their supervisors and mentors. The Facilitator will be asked to provide clear, candid, constructive feedback in individual, confidential counseling sessions to the participants. The objective is to help the participants gain insight into their progress regarding IDP and general leadership strengths and weaknesses. These sessions should be designed to build on the participants individual strengths and help overcome weaknesses and blind spots which may adversely influence their effectiveness as leader-managers. The Program Facilitator will also work to involve each Leadership Development Program participant's supervisor and mentor in order to build understanding, support and involvement in the employee's growth and development. The Facilitator will provide rating system input to LDP Administrator quarterly.

Field Trips: The participants and Facilitator will take part in between six (6) and eight (8) one-day field trips. These trips are scheduled and arranged by the LDP Administrator in coordination with the Facilitator and Leadership Development Program Steering Committee Chair. The trips should be scheduled to coincide with the monthly training sessions (Either before or after in order to consolidate the travel requirements for the Facilitator and the Participants). The Facilitator will supply camera to take pictures during the field trips and provide CD to LDP Administrator. The pictures will to be used by LDP Participants on their respective monthly activity reports. The Facilitator will provide rating system input to LDP Administrator based on attendance. The purpose of these field trips is to; ❶ Provide a framework for understanding the agency, ❷ Begin identifying strengths and weaknesses within the organization that might be addressed by a team project, ❸ Provide insights into private sector leadership and management practices by visits to private sector organizations, ❹ Team Building, ❺ Structure an informal setting in which the Participants begin to form personal relationships and become acquainted with the Facilitator.

Monthly Meetings / Training Sessions: The Facilitator will conduct between six (6) and eight (8) four-hour classroom training sessions throughout the year. It is the Contractor's/Facilitator's responsibility to propose what training will be accomplished within their specific program. A discussion will occur in conjunction with each training session, in which participants will discuss the leadership/management book they are currently reading. (The Participants will be required to read five book selections from classic and contemporary literature on leadership and effective management.) A course evaluation will be completed by LDP Participants after each training session.

Supervisor-Mentor Meetings: Mentors are volunteers, generally from among the senior executive staff of the agency. As a way to reinforce the transfer of training from the LDP program to the workplace, the Facilitator will conduct two (2) 1-hour training sessions with supervisors and mentors- highlighting what was taught during the previous period. These meetings can be scheduled to coincide with the LDP Steering Committee Meeting or monthly training sessions (either before or after) to consolidate the travel requirements for the Facilitator. Afterwards, the supervisors / mentors will provide written feedback to the LDP Administrator relative to Program Facilitator services rendered.

Team Projects: Team Projects provide LDP Participants with an opportunity to work closely in a smaller group, from project concept to conclusion, toward jointly developed goals. Projects will be assigned by the LDP Steering Committee and will focus on current issues affecting specific agency operations. The Facilitator will be responsible for keeping track of all Team Projects and providing advice, as needed, at both the individual and team level. The Facilitator may sit-in on project meetings, as allowed, and facilitates the proceedings. The Facilitator must in general be knowledgeable or become knowledgeable about the agency to be an effective advisor.

Team Outreach Projects: Team Outreach Projects provide LDP Participants with an opportunity to work closely in a smaller group, from project concept to conclusion, toward jointly developed goals. Projects will be assigned by the LDP Steering Committee and will focus on participation in agency-sponsored Community Outreach or Volunteer programs. The Facilitator will be responsible for keeping track of all Team Projects and providing advice, as needed, at both the individual and team level. The Facilitator may sit-in on project meetings, as allowed, and facilitates the proceedings. The Facilitator must in general be knowledgeable or become knowledgeable about the local community to be an effective advisor.

Reflective Essays: Reflective essays will be prepared by each Leadership Development Program class member within 2 weeks of each training session. Essays will be provided via email to the Program Facilitator, who will provide coaching advice, feedback and a writing critique. The Facilitator will provide rating system input to LDP Administrator on a quarterly basis.

Steering Committee Consultations:

Contract Award: The Facilitator will schedule for consulting time with the Leadership Development Program Steering Committee and will allow for at least three hours of consulting time three weeks after the contract is awarded.

Quarterly Basis: On a quarterly basis, the Program Facilitator will set aside 2 hours before or after each extended meeting to meet with the Steering Committee and provide a written report to Committee members on the effectiveness of the Leadership Development Program. It is the contractor's responsibility to develop the report and determine what pertinent information, in addition to rating system data, should be included.

LDP Graduation: Within 30 days of LDP graduation, the Program Facilitator shall furnish the Leadership Development Program Steering Committee with written reports evaluating the effectiveness of Leadership Development Program components and activities and providing recommendations for changes and improvements. The LDP Administrator will be available to the Facilitator as needed to resolve any problems/disputes.

Candidate Development: Each Leadership Development Program candidate is expected, as a result of this program, to develop and refine the skills necessary to become an effective leader-manager. Some examples include; ❶ Briefing / Presentations, ❷ Interpersonal Communication, ❸ Conflict Management, ❹ Innovation, ❺ Decision-Making, ❻ Situational Leadership, ❼ Delegation, ❽ Mediation, ❾ Praise and Constructive Criticism, and ❿ Values and Ethics to state a few. Candidates should experience a heightened awareness of their strengths and weaknesses as they pertain to leadership and management. Candidates should gain knowledge of how to be an effective team player. Candidates should develop a greater insight into the visions, values, missions and culture of the agency.

III. Communication in the Workplace Training

Location: Training at customer's location
Time Frame: Training: 1-day total
Materials: All materials to perform the event are included, except survey instrument
Additional Costs: Communication at Work per individual
Additional Considerations: None

Overview: We will provide instruction that will assist in workplace communication

Items Covered: Skill Training: We will provide instruction that will assist in the ability to ❶ Identify how conversations directly affect our outcomes; ❷ Identify our strengths and opportunities for growth (weaknesses), and develop suggestions for improvement (strategies) in improving the level and outcome of communication; ❸ Learn techniques, such as assertion, to respond to others in a respectful manner (not abrasively) and persuasively in any situation; ❹ Using skills to establish an atmosphere that is built on trust and open communication, where individuals feel safe to share in a respectful manner their true feelings supported by the interests within what they desire; ❺ Learn techniques to get the best out of others, even when those individuals don't seem completely engaged; ❻ Understanding oneself, including trigger points, to maintain control of emotional impulses to respond in a manner that produces productive results; ❼ Understanding what makes individuals respond to situations and getting behind those values to find applicable solutions, even when both parties are at extreme odds; ❽ Understanding and applying the difference between reality (facts) and inferences (assumptions/perceptions) when evaluating situations and deciding on the next course of action; and ❾ Through the use of a national known survey instrument (Communication at Work) participants will identify how they respond in clam state (everyday normal stress), storm state (extraordinary levels of additional stress over calm), and excess (how they push others into storm through behaviors they do in clam state); these factors ultimately affect every level of communication, including relationships and desired outcomes.

IV. Interpersonal Awareness and Action for Leaders

Location: Training at customer's location
Time Frame: Training: 2-day total
Materials: All materials to perform the event are included
Additional Costs: None
Additional Considerations: None

Overview: This workshop that will cover management conflict/coaching skills for new supervisors. The workshop includes a proper mix of lecture, discussion, small group exercises specifically customized to the agency, and other interactive methods designed to assist supervisors in developing knowledge and skills to manage conflict and coach employees for improved performance.

Items Covered: Skill Training: The workshop will provide a structured approach to managing conflict/coaching skills, and cover the following subjects; ❶ Self awareness techniques, ❷ Types of conflict in the workplace, ❸ Causes of workplace conflict, ❹ Common methods for resolving conflict in the workplace, ❺ Dealing with difficult employees, ❻ Active listening and responding, ❼ Principles of coaching, ❽ Qualities of a great coach, ❾ Coaching model that will help new supervisors to manage conflict, motivate, influence, and develop others; including, minimize repeat performance failures, close the gaps between current and desired performance and outcomes, assist and challenge your best performers to greater levels of success, integrate coaching seamlessly into daily interaction with your people, engage in self-examination of attitudes that support or thwart successful coaching, managing resistance from employees, providing corrective feedback, motivating for results, delegating, giving directions, praising performance, and gaining employee commitment, and ❿ Development plan for implementation of the program learning points.

V. Establishing a Mentoring Relationship Course

Location: Training at customer's location
Time Frame: Training: 1-day total, usually 0800-1600
Materials: All training materials, equipment and supplies will be provided by Contractor
Additional Costs: None
Additional Considerations: None

Overview: The overall objective of the course is establishing a Mentoring Relationship as an independent organization, and not as an agent of the Government, the Contractor shall furnish all necessary personnel supplies, training materials, and equipment to provide up to 30 (thirty) CDC/PGO Contracts staff working in Atlanta, GA with one training course for "Establishing a Mentoring Relationship."

Course Schedule:

Understanding Ourselves

The importance of self awareness
Working in fact vs. assumptions
Understanding underlying interests/motivators

Mentoring as the Mentee

Characteristics and expectations of a mentee
Obtaining value out the mentoring relationship
Knowing when more than one mentor is needed

Mentoring as the Mentor

Characteristics and expectations of a mentor
Potential pitfalls of being a mentor
Development of the mentor as they mentor

Mentor / Mentee Discussions and Working Together

Setting the agenda
Establishing a personal development plan

Graduation

Participants will be awarded CLP's and Certificates of Completion for up to 30 Individuals on-site.