

# **High Performance Learning, Inc. (HPL)**

GENERAL SERVICES ADMINISTRATION  
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Schedule Title: **00CORP Professional Services Schedule**  
Solicitation Number : FC000CORP0000C

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Small Business

## **Customer Information**

### 1. Special Item Numbers and Descriptions

SIN 874-1, 874-1RC	Integrated Consulting Services
SIN 874-4, 874-4RC	Training Services
SIN C100-03, C100-03RC	Ancillary Supplies and/or Services

2. Maximum order: \$1,000,000.00
3. Minimum order: \$100.00
4. Geographic coverage: Worldwide & Rush Shipments (allowing less than 3 weeks delivery) are F.O.B. origin
5. Point of Production: Framingham, MA.
6. Discount from list prices: 5% on all products and 13% on all services
7. Quantity discounts: See price lists for additional discounts on Training Services & Training Products
8. Prompt payment terms: None
- 9a. Government Credit Card is accepted
- 9b. Discount for Credit Card payment: 0%
10. Foreign Items: None
- 11a. Time of delivery: 30 days after receipt of order

- 11b. Expedited Delivery: See attached Price List for Rush Shipments
- 11c. Overnight & 2-day Delivery: Available
- 12. F.O.B. points: Destination. Non-U.S.
- 13. Ordering Address: Listed above
- 14. Payment Address: Listed above
- 15. Warranty Provision: 30 days on all printed training materials, 90 days on all videocassettes.
- 16. Export Packing Charges: As incurred
- 17. Government Credit Card is accepted
- 18. Terms and conditions of rental, maintenance, and repair: Not Applicable
- 19. Terms and conditions of installation: Not Applicable
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable
- 20a. Terms and conditions for any other services: Not Applicable
- 21. List of service and distribution points: Not Applicable
- 22. List of participating dealers: Not Applicable
- 23. Preventive maintenance: 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.Section508.gov/): Not Applicable
- 25. Data Universal Number System (DUNS) number: 964114615
- 26. Notification regarding registration in Central Contractor Registration (CCR) database: Yes

## **High Performance Learning, Inc. (HPL)**

High Performance Learning, Inc. (HPL), is a management consulting and training company located in Framingham, Massachusetts. We help organizations to improve their performance, quality of products and services, on time delivery, and efficiency, especially during period of rapid change. The firm was founded in 1994, and we have worked with more than two hundred clients during this time frame. The firm provides consulting and facilitation services and off-the-shelf and customized off-the-shelf training programs in the following areas: Strategy Planning and Implementation; Quality Management; Business Process Redesign; Leadership, Management and Supervisory Development; Change Management; Conflict Management; Innovation and Creativity Training; and Team and Employee Development. There are more than twenty professionals associated with the firm in ten cities throughout the United States.

### **Special Item Numbers and Descriptions**

#### **Strategy Planning and Implementation (SIN 874-1)**

We begin most new client assignments with a Strategy & Planning (S&P) project, which helps to build the foundation for a successful improvement initiative with our customers. This organizational assessment and planning project allows us to pull together all of the information our clients need to link their improvement initiative to their organization's mission, strategic goals, customer needs, process improvement opportunities, and employee needs. We provide a practical improvement plan, and throughout the project we build strong management support, involvement, and ownership for the management, organizational and business improvement process at our clients' organization.

There are three phases to the typical S&P project: data gathering, data analysis, and a senior management strategy and planning work conference. For the data gathering phase, we recommend that one to three senior consultants interview anywhere between ten to thirty senior and middle managers (by conducting one-on-one interviews of approximately sixty minutes in length). We also recommend a cross section of other employees participate in anywhere from two to ten, sixty minute, focus groups (of approximately 10-15 employees per group) as part of the data gathering phase. We have also worked with other Professional Services Schedule Contractors to conduct organizational and customer surveys for the S&P data gathering phase.

Once we have gathered the data, we will analyze it and prepare our recommendations. The recommendations usually address the following issues:

- \* How to enhance and build upon the organization's existing strategy, mission and processes,
- \* How to identify which critical processes have both a significant impact on customer satisfaction and performance, and are in need of significant improvement,
- \* Where are the major "cost of quality" improvement opportunities,
- \* What are some of the competing priorities and other potential issues that could hinder the implementation of a management and organizational improvement process, and
- \* How can we best proceed in solving some immediate agency, customer and employee issues.

The final phase of the S&P project occurs when we facilitate a half-day to full-day senior management work conference. The work conference will enable the senior management team to review all of our recommendations and scope out specific strategies for their improvement plan (including leadership, measurement, education, communication, and employee recognition strategies). The S&P work conference also helps senior managers to set and prioritize improvement objectives, develop targeted action plans, identify which specific agency issues they would like to see resolved, and assign roles and responsibilities for an agency wide implementation. The Strategy & Planning project can begin within two to four weeks of receiving approval for the project, and it should be completed within approximately four to six weeks depending upon the availability and schedules of the agency's senior and middle managers and employees.

## **The Change Management Series (SIN 874-1, 874-4, C100 03)**

Once the improvement plan has been agreed upon during the senior management work conference, it's time to get the organization ready for change. HPL's Change Management Series includes five modules of learning experiences to frame, mobilize and sustain organizational change efforts. This dynamic training series is designed to wake people up for the need to change and provide basic change management skills with MASTERING CHANGE. We help the organization to expand leadership capability with LEADING CHANGE. Each module can be customized, making them ready for a single session or for an organizational-wide roll out.

The Change Management Series is a total Change Management resource. As organizations reengineer, restructure, innovate, merge, downsize, and/or plan any major new initiative, the key element in long-term success is the ability of the workforce to change quickly and accurately and do what it takes to achieve success amid uncertainty. Most organizational improvement and change initiatives can be deeply disorienting and upsetting to individuals, and they can create difficulties for managers and leaders in getting the desired results. Insufficient understanding, lack of commitment, or an incomplete implementation plan can get in the way of the organization or team's actually realizing the proposed benefits of the change.

The Change Management Series offers internal consultants and other leaders of change practical activities for developing change capability with all employees of the organization enabling them to implement deep and radical change. The learning modules engage everybody in the organization in change. They help each person to learn a new role, develop new expectations and mind sets, and acquire new skills to develop change capability.

The Change Management Series modules comprise two tiers: individual skills for developing change capability; and skills for managers and leaders to develop LEADING CHANGE skills. First, in order to move successfully through any change initiative, individuals must first understand why the change is happening.

## **MASTERING CHANGE**

These modules: facilitates an understanding of why the agency needs to change and how individuals may respond to these changes. Participants then learn skills and techniques to move through their own responses to the change.

For example, MASTERING CHANGE enables individuals to explore why change happens and how they respond. Participants in this workshop will learn how continuous change, of increasing magnitude and momentum, is (or will become) a fact of life for most federal organizations. Managers learn that the ability to maintain organizational effectiveness during any major change is a critical management skill. MASTERING CHANGE helps employees understand the external forces driving change in their organization and appreciate how to help themselves and others to survive and thrive under conditions of constant change.

MASTERING CHANGE offers an overview of the effect of change on individuals and work teams. This workshop can introduce and communicate the context for a major agency change initiative. It answers the questions "Why must we change?" and "How do we get ourselves and our organization through these changes?" Individual contributors, managers and team leaders will understand and help define the role they will play in all future changes. This workshop will help everyone in the organization to understand the external factors driving change, appreciate the organization's response to change, identify the four phases of the individual's response to change, and develop a strategy and action plan for moving through any upcoming changes

MASTERING CHANGE enables individuals to learn skills for increased resiliency during continuous and rapid change. This half-day workshop makes for a good introduction for employees and managers who are working in organizations that are undergoing change of all types and magnitudes. Since all managers and employees need to understand that change is now a part of an improvement process and can be managed with a specific set of skills and tools. MASTERING CHANGE teaches the specific skills and techniques to help individuals move steadily through the five stages of the change process.

MASTERING CHANGE helps individuals explore and work through their resistance to change, developing an action plan to build their commitment to the upcoming changes. Participants in this workshop will confront their resistance to the change, reframe their attitudes to support the change, learn a model for choosing where to take action, and analyze and expand their support network for the change.

## **LEADING CHANGE**

The second section of the Change Management Series provides additional skills for managers to leaders to develop LEADING CHANGE skills. Successful organizational change results from supportive leaders helping individuals implement a well-thought-out plan for organizational transformation and improvement. Using a framework of five stages of change, this two-day workshop focuses change leaders on how to manage the changes that will occur with people, processes, procedures. Leaders at all levels in the organization will benefit from this workshop.

LEADING CHANGE enables leaders to develop an action-oriented plan for guiding a team through organizational improvement and change. Managers and other individuals filling leadership roles will learn the most effective ways to work with participants who have mastered individual change skills as described above. The challenge to leading effective change in any organization is helping employees to understand the necessity for the change while providing tools and coaching on ways to effectively implement new processes for improvement. LEADING CHANGE provides an action-oriented focus for guiding a team through resistance to change. LEADING CHANGE introduces the five key areas of LEADING CHANGE: People, Processes, Procedures, Possibilities, and Pitfalls.

LEADING CHANGE enables managers to communicate the rationale for the change, provide an understanding of the change process, and assist employees in moving through the five stages of change. Participants in this work session will learn how to: Identify the five stages of transition in the change process; implement strategies to motivate people to get through the non-productive stages experienced during the change; follow a set of guidelines to ensure change efforts are successful; identify current change challenges; communicate the urgency for addressing the change challenge; develop a Change Map; learn and apply seven tools to the change mapping process; and create a Change Map to guide your team through a real-life change challenge.

## **DEPLOY YOUR VISION & MISSION.**

The last section of the Change Management Series provides the skills for teams to DEPLOY YOUR VISION & MISSION.

DEPLOY YOUR VISION & MISSION: This two-day workshop will create a shared vision and a clear sense of mission to guide the work of the team. The team will redefine roles, responsibilities and decision making to more effectively reach team and agency improvement goals for new or existing teams or work groups. This workshop is based on the principle that a team's mission creates a sense of purpose, and its vision defines the future. Clarity about vision and mission allows individuals to do what is needed to create success, builds commitment to the need for change, and channels energy in a consistent direction.

DEPLOY YOUR VISION & MISSION provides a structured process for defining individual and team mission and vision. Participants in this work session will: develop a personal mission statement; design a team mission linked to strategic direction; create a common vision of high-performance team success; operationalize the vision and specify team goals; and develop an action plan for aligning team decisions and activities.

## **Process Improvement (SIN 874-1, 874-4, C100 03)**

The heart of our management, organizational, and business improvement system is the five step PRESS FOR ORGANIZATIONAL IMPROVEMENT Workshop. PRESS stands for:

- Prioritize improvement opportunities
- Reach agreement with your customers and suppliers
- Evaluate your work
- Start improvement projects
- Show measurable results

The first two steps of the cycle focus on whether you are meeting your internal and/or external customer requirements. The next three steps of the cycle take the participants through an assessment of how well your current organizational processes are doing in meeting those requirements, and what you can do to improve your processes to better meet the customer requirements. This easy to use methodology can be applied quickly by an individual to solve a specific problem that was discovered in a work process, or by a team that is looking to make more dramatic improvements in organizational processes and performance.

More specifically, the five step process begins with the Prioritize Opportunities phase, where the workshop participants learn how to use several improvement tools (such as Selection Grid and Multivoting) to prioritize a list of potential improvement opportunities and to analyze how the existing customer and process data helps to identify what processes needs to be improved. The next phase, Reaching Agreements with Customers and Suppliers, will provide the tools and techniques that you will need in order to have a clear understanding of your customer's (and supplier's) needs, concerns, and perceptions of your organization's current performance. Next, you will sort your customer's needs and process improvement opportunities into two groups- those that you can address immediately, and those that will require further analysis. The last step of this phase is to confirm with your customers and/or suppliers what you should focus your improvement efforts on.

The third phase of the PRESS Improvement Cycle is to Evaluate Your Work. In this phase several tools and techniques are used (such as basic and cross functional flowcharts, cause and effect diagrams, Pareto diagrams, and the "Improvement Sorter") in order to provide a detailed description of the current process, a list of the specific improvements to make and/or a list of the potential root causes of the problem, and a detailed analysis of the most effective improvement solutions. The fourth phase, Start Improvements, provides several tools and techniques (such as contingency diagram and action planning) to allow the participants to propose specific improvements and solutions, a plan for testing the proposed improvement/solution, a list of actions to take to prevent problems from arising when implementing the improvements/solution, and a detailed and well documented plan for implementing the improvements/solutions such that your customers will notice that the process has improved (or the problems have disappeared).

Finally, the last phase of the PRESS improvement cycle, Show Results, provides the tools and techniques that the workshop participants will need to measure and monitor the improvement, teach others the new procedures, assess whether your customers and/or suppliers believe that enough improvement has taken place, and prepare everyone to begin the PRESS Improvement Cycle all over again.

For those organizational processes that are very complex and may be in need of complete redesign, we recommend our PROCESS MAPPING AND REDESIGN Workshop. This two-day workshop includes two sections: An Overview of Process Mapping and Redesign and A Process Mapping and Redesign Tool Kit. During the first part of the workshop, we provide an overview for process mapping and redesign. This overview includes several interactive presentations including: The importance of process redesign; Work as a process; Levels of process mapping and analysis; Understanding clients and stakeholders requirements; Developing plans for process redesign; and Developing measures. The exercises in this part of the workshop include: The importance of process redesign; Identifying your customers and suppliers; and Imagineering for Breakthrough.

The second section of the PROCESS MAPPING AND REDESIGN Workshop includes a complete workshop that allows the participants to use the Process Mapping and Redesign Tool Kit. This tool kit includes the following process redesign tools: Client requirement chart, Best practices, Flowcharts, Handoff diagrams, Input-Output diagram, Measures development guide, Relationship map, Team charter, and Action planning tools.

Our TEAM LEADER Workshop provides the practical tools and techniques that process improvement and process redesign team leaders need to lead these types of organizational improvement initiatives. This one-day workshop will increase the overall effectiveness of team leaders as they work with both in tact and cross-functional teams. The three learning modules that are included with this workshop are: Introduction to leading teams, Facilitating Team Action, and Running effective improvement projects and meetings.

This highly interactive one-day workshop will help team leaders to:

- Increase their motivation and enthusiasm for leading teams.
- Understand and manage group dynamics to increase team effectiveness.
- Increase their ability to handle challenging and difficult situations.
- Create an effective structure in which their team can function.
- Develop personal action plans that will lead to increased motivation and ability to effectively lead teams.

## **BREAK-IT! Thinking (SIN 874-1, 874-4, C100 03)**

Many clients have found that the rapid and unrelenting organizational improvements and changes have (unfortunately) created a decrease in innovation and creativity within the organization, when in fact this type of behavior is most needed.

BREAK-IT! Thinking uses pre-work, personal assessments, real workplace issues, and highly interactive exercises, as well as post-program job aids. BREAK-IT! Thinking will help an agency to create and apply innovation, creativity, and "unconventional" wisdom by helping to:

- Partner With Change
- Invent the Future
- Unleash Their Best

It also shows participants how to overcome such critical barriers as "Firehosing", "Sacred Cows" and "the Gottas", all of which stifle innovation and creativity. There are five learning modules to this program:

### **Unit 1: Why BREAK-IT! Thinking?**

Covers the concept and need for BREAK-IT! Thinking in an agency that is implementing a management and organizational improvement process. Three primary strategies are presented: 1) BREAK-IT! Thinkers Partner with Change while conventional thinkers resist or wrestle with change. 2) BREAK-IT! Thinkers Invent The Future while conventional thinkers cling to the status quo. 3) BREAK-IT! Thinkers Unleash Their Best while conventional thinkers focus on shoring up their weaknesses.

### **Unit 2: Partner with Change.**

When faced with change, we can avoid it, submit to it, resist it, or partner and shape it. To partner with change, we must be willing to embrace ambiguity, risk the unknown and "stoke the fires" of new ideas. This unit presents three key techniques for personally partnering with change in the workplace, as well as overcoming the barrier of Firehosing.

### **Unit 3: Invent the Future.**

Participants learn to be more creative and inventive in their work. They explore the BREAK-IT! Thinking strategy of Inventing the Future by utilizing techniques for thinking like a beginner, looking for exceptions and messing with success. Participants also explore how to eliminate those "Sacred Cows" at work that inhibit growth and productivity.

### **Unit 4: Unleash Your Best.**

To Unleash Your Best, you have to believe in yourself. This unit gives participants techniques to do just that: leveraging strengths, focusing on passions, and working for joy. This unit explains how BREAK-IT! Thinking Thinkers take the best of what they have, what they know, what they do and who they are. Understanding and utilizing the negative effects of "the Gottas" is also covered.

### **Unit 5: The BREAK-IT! Thinking Challenge.**

In this module, participants tackle real-life agency scenarios by integrating and using the BREAK-IT! Thinking strategies and techniques they've learned in order to improve management, organizational and business improvement initiatives that their agency is implementing.

The BREAK-IT! Thinking Tool Kit: Participants go home with new ideas, new excitement and a new outlook on this changing world. And that's not all. Everyone who attends BREAK-IT! Thinking receives a Tool Kit, which aids them in continually applying the strategies for Unconventional Wisdom back on the job.

BREAK-IT! Thinking is flexible enough to fit the needs and schedules of many different groups. The 15-hour BREAK-IT! Thinking program can be condensed into a one-day session for busy managers. Or, BREAK-IT! Thinking can be spread out and delivered in three-to-five hour units



over a one-to-several week period. The BREAK-IT! Thinking strategies and techniques learned will foster better ideas, more positive outlooks, and the ability to handle challenges in new and different ways. What participants can expect to gain: a mindset that solves problems more creatively, and unconventional ways; the emotional energy and courage to take sensible risks as an integral part of becoming a learning organization; the ability to overcome major roadblocks to creative thinking; a newfound perspective on the power of passion, joy and fun as a key ingredient in organizational effectiveness and improvement; and practical, usable, job aides for the daily application of BREAK-IT! Thinking concepts and ideas.

Everyone can benefit from BREAK-IT! Thinking. Because of its practical, personal focus, BREAK-IT! Thinking is suited for virtually all levels within an organization, including senior executives, managers, first line supervisors, customer service staff members, engineering and technical specialists, budget analysts, administrative assistants, secretaries, and other agency personnel.

## **EAGLES (SIN 874-1, 874-4, C100 03)**

Any organizational improvement system will only be as good as the people who support it and make it work. EAGLES - Soaring to New Heights of Personal Achievement - will empower all agency employees to perform at their best. There are seven learning modules to the program:

### **Module 1: Learning to Soar**

Provides a formula for becoming a confident, empowered employee. Produces the qualities of self-appreciation, vision, purpose, commitment and contribution while showing that everyone has the personal power to achieve great heights.

### **Module 2: Appreciating Your Self**

Through self and others evaluations, participants begin the process of defining their personal talents, abilities and skills and seeing that life events are taken as key opportunities for growth.

### **Module 3: Creating Your Vision**

Participants clarify their personal visions for the major domains of their lives, and determine the next major milestones or goals that must be achieved along the path toward realizing those visions at work and elsewhere.

### **Module 4: Defining Your Purpose**

Participants learn about the power in a meaningful purpose, and then, with coaching, create a powerful work purpose for themselves.

### **Module 5: Building Your Commitment.**

Here participants learn what it means to be committed as well as come to grips with the consequences of commitment. They consistently assess their personal degree of commitment to their work vision and purpose.

## **Module 6: Establishing Your Contribution.**

Using reverse visioning, participants determine their contributions to work over their entire career. They then decide what they can and will do to maximize their future contributions at work and enhance the legacy they will leave behind.

## **Module 7: The EAGLES Flight Planner.**

Participants are provided with a unique personal development organizer that helps them transfer and reinforce the learning of the workshop to their everyday work lives.

Below are just a few of the ways organizations utilize EAGLES to impact performance outcomes:

- As the critical personal development component of any continuous improvement process.
- For preparing people to serve on self-directed teams.
- For re-engaging employees who remain after restructuring or process re-engineering efforts.
- As the fundamental program for empowering new employees and members of newly formed organizations or agencies.
- As a core element in the organization's employee effectiveness or personal development offerings.
- As a career development program for plateaued, yet valuable employees (e.g., mature, experienced agency employees).
- As the first step in launching new strategies, or revitalizing existing strategies where employees must partner with change rather than resist it.

EAGLES offers many benefits that start working immediately. Every element of EAGLES is quickly understood on a personal level, and can be applied immediately. Everyone who participates will gain:

- A greater understanding of their own strengths and how they contribute to personal and organizational success.
- More confidence in their ability to assume and carry out additional responsibility with minimal supervision.
- More willingness to contribute beyond the simple definition of their job.
- A rededication to their work based on a clear sense of purpose.
- A positive and balanced perspective between performance and personal fulfillment on and off the job.

## **Conflict Management (SIN 874-1, 874-4, C100 03)**

Change, organizational improvement and conflict go hand in hand. They are occurring more frequently in our personal and professional lives. Today, practically all organizations recognize that in order to be continuously improving and successful, they need to be drivers of change, and simultaneously manage its many potential negative consequences. Fundamental to an organization's capacity to accomplish this, is its ability to maximize positive outcomes and minimize negative ones from the inevitable conflict that accompanies change.

Organizations that embrace conflict and provide employees with tools for effectively resolving interpersonal and organizational issues create more productive, responsive and innovative environments. As a result, managing and resolving conflict constructively is a critical competency for every person inside today's workplace and outside it as well.

COLLABORATIVE CONFLICT RESOLUTION (CCR) is a one-day workshop designed for all levels in the organization. Participants learn the value of conflict, and are equipped with the skills to manage their own conflict situations constructively. Included are a Conflict Styles Assessment, skills for managing emotions, and a skill practice using proven steps for resolving conflict collaboratively. CCR presents a context for understanding the value of conflict. It provides insights into one's own preferred Conflict Style and the implications it has in conflict situations. It addresses the role of emotions in conflict situations and provides tools for resolving conflict collaboratively. It contains multiple opportunities for skill practice and role playing, based on the participants' real life conflict situations.

### **Module 1: Introduction to CCR**

In this module, participants gain a clear understanding of the value or positive outcomes of conflict, along with its potential negative consequences, if left unattended. They are presented with the values and principles that underlie the program, and have an opportunity to compare them to their own values. Exercises and Discussions focus on: the positive/negative consequences of conflict; overview and course objectives; the Continuum of Conflict Values underlying CCR.

### **Module 2: Conflict Styles**

This module introduces the concept of conflict styles, a person's preferred way of dealing with conflict situations. Participants take a self-administered assessment that reveals their dominant and less preferred conflict styles. The five conflict styles are discussed and evaluated for their positive and negative aspects in various conflict situations. Exercises and Discussions focus on: the Conflict Styles self-assessment instrument; organizational/group style preferences and implications; positive/negative aspects of each style; and style applications.

### **Module 3: Creating Collaborative Conflict Resolution**

Here, participants learn the value of finding solutions to conflict, which fully satisfy the concerns of both persons. They learn and experience the role of emotions and self-management during conflict. They discover a protocol of communication ground rules that facilitate Collaborative Conflict Resolution, and a process within which to apply them. Exercises and Discussions focus on: when to use the collaborative approach; how to manage emotions; communication ground rules (video models included); the skill of brainstorming; and steps for Collaborative Conflict Resolution (video models included).

### **Module 4: Skill Practice/Role Play**

In this module, participants identify a real conflict situation they want to work on. They partner with two participants and take turns applying the tools and steps of Collaborative Conflict Resolution in respective role plays, giving and receiving feedback.

Exercises and Discussions focus on: role play; exercises with participants' real conflict situations; peer feedback; and personal commitment for on-the-job application.

## **Managing Difficult Conversations (SIN 874-1, 874-4, C100 03)**

When surveyed, managers report they are spending at least 25% of their time resolving conflict situations. The role of manager in today's organizations is requiring an ever-expanding pool of skills. Beyond the day-to-day responsibilities to "get the job done" is the difficult issue of effective conflict resolution, between individual employees and on teams. Employee "disputes" cost organizations enormously in time, money and lost opportunities.

Up to 95% of all the disputes that arrive on the doorstep of Employee Relations should never get there in the first place. Many are disputes that can be resolved by the employees themselves, or with the assistance of a mediating manager. This is why we recommend MANAGING DIFFICULT CONVERSATIONS (MDC). By applying proven skills for the mediation of disputes, managers become more effective, and their teams and departments become more productive, with more time focused on business objectives. MANAGING DIFFICULT CONVERSATIONS is a two-day program, which teaches managers, supervisors and team leaders, how to identify conflict conditions that are appropriate for mediation, along with the skills and processes needed to successfully mediate those situations.

### **Module 1: Introduction to MDC**

In this module, participants learn what mediation is, and how it differs from other third-party interventions. They are presented with the values and principles that underlie the program, and have an opportunity to compare them to their own values. Exercises and Discussions include: manager attitudes, assumptions and tendencies toward conflict resolution; the risks of unmanaged conflict; overview and course objectives; "what is mediation?" and when to mediate.

### **Module 2: The Role of Manager as Mediator**

Module two introduces the concept of manager-as-mediator. Participants have an opportunity to discover their own preferred methods for managing conflict, and to discover other methods. They also learn to assess conditions appropriate for mediation and to exhibit neutrality in the mediation process. Exercises and Discussions include: mediator preparation; establishing neutrality as a manager; mediator myths; mediator truths; and the question "why should mediation be voluntary?"

### **Module 3: The Mediation Process**

Here, participants learn a step-wise approach for managerial mediation that encompasses the Collaborative Conflict Resolution process. This includes gaining agreement from both parties, holding one-on-one meetings, creating favorable conditions for mediation, and holding the three-way meeting. Participants also learn facilitative communication skills for use during these meetings. Exercises and Discussions cover the Steps for the Mediation Process, defined as: 1. Gain agreement for the mediation process; 2. Hold pre-meetings, one-on-one; 3. Create favorable conditions for the three-way meeting; 4. Hold a three-way meeting; and 5. Support agreements. A review of the Collaborative Conflict Resolution skills facilitates dialogue and a commitment to following-through.

### **Module 4: Skill Practice/Role Play**

In this module, participants identify a conflict situation they want to work on. They partner with other participants and take turns applying the tools and steps of MDC, giving and receiving feedback. Exercises and Discussions include: three-way skill practice; integrating mediation and coaching into our ongoing daily practices; peer feedback; action planning and personal commitment for on-the-job application.

## **Leadership & Management Training - High Performance Leadership (SIN 874-1, 874-4, C100 03)**

Your agency is poised to implement organizational improvements. Your leadership approaches may have done a great job of bringing you to this point. But it's moment-of-truth time: Does your leadership portfolio contain the right competencies, in the right mix, to enable you to improve your agency and climb to new heights?

The research is clear: yesterday's management approaches won't put you on the leading edge of those in pursuit of a new mission, strategy, and organizational improvements. And that's what HIGH PERFORMANCE LEADERSHIP is about: leadership for sustainable and continuous improvement. The workshop will give you a fresh perspective from which to view the leadership question, deep insight into your own and your organization's leadership development needs, and practice with alternative approaches. This will allow you to strengthen your ability to manage today's dilemmas and lead the way to greater management and organizational performance.

Changing times call for changing how we lead. Today's leaders (particularly those pursuing an organizational improvement strategy) face dilemmas that cannot be managed with yesterday's approaches. Based on new empirical research into how successful leadership has changed in the past twenty years, HIGH PERFORMANCE LEADERSHIP, a three-day, individualized training workshop, targets an integrated portfolio of five high-leverage competency areas organizations and leaders must develop to succeed in today's fast-paced, relentlessly changing world.

These realities require leaders to manage a multitude of real-time daily dilemmas:

- Organizational improvement calls for organization-wide vision, but leaders can no longer enroll people who have had no hand in creating that vision.
- Leaders expect themselves to be strong and certain, with solutions in hand, but no one individual in today's environment can possibly provide all the answers.
- People look to leaders for constancy of direction, but the world is full of ambiguity, paradox, and continuous change.
- Ever-intensifying complexity demands agility of action, but current leadership practices still result in slow, cumbersome organizations.
- Leaders value individual responsibility and accountability, but today's organizations need increasingly require effective cross-functional teamwork.

Key to the Workshop is an Individual Leadership Assessment. During the workshop, each participant will receive a feedback report showing how he or she compares to today's ideal leader profile. Based on data gathered before the workshop, the report will help participants to gain a deeper understanding of their:

- Power Orientation -- insight into the stages of power and how your inner world organizes and directs your approach to power and influence.

- Self-Concept -- self-awareness about how your beliefs, values, and attitudes influence your leadership choices and behavior.
- Leadership Practices -- multi-source feedback on how others view your leadership behavior in the five competency areas.

The workshop objectives are as follows:

- To strengthen the leadership competencies of interactive power so that you will be better able to lead people and groups.
- To enhance your understanding of the relationship between your inner experience, imaginative life, emotions, and intuitive capacities, and your leadership effectiveness.
- To provide feedback on how your leadership practices impact others and to develop and strengthen practices associated with effective leadership.

The program's leadership research identifies five integrated, high-leverage competency areas that are critical to sustainable growth.

- Learn how decision by others, encouraging initiative, co-creating vision and open information will translate into superior performance and high morale.
- Learn how flexibility, responsiveness and experimentation result in sustainable organizational success.
- Learn how long-term thinking, systems orientation living with paradox and the power of purpose enable leaders to influence the real leverage points for strategic success.
- Learn why team focus, continuous involvement and valuing individuality are essential for superior group performance.
- Learn how self-disclosure, authenticity and empathy are the foundation of credibility and effectiveness for today's leader.

HIGH PERFORMANCE LEADERSHIP offers a fresh perspective on leadership competencies -- an opportunity to benchmark yourself against an ideal model and to discover new ways to manage the dilemmas today's leaders face. It is research-based and participants will work with their whole selves -- their inner motivation, beliefs, and values as well as their external observable practices. The workshop enables participants to develop the new leadership competencies they need and to produce meaningful improvements in the Federal Government.

Last, but not least, we provide custom workshops on a variety of topics (described below) for our clients, to help with their unique organizational improvement initiatives. These custom workshops, combined with our off-the-shelf and customized off-the-shelf workshops described above, and our consulting services, are designed to be combined to meet an agency's specific set of **Professional Services Schedule (PSS)**-related needs.

### **Customized Off-the-shelf Program Development (SIN 874-1)**

We provide consulting, facilitation and customized off-the-shelf training program services and training expertise upon client request.

We look forward to having the opportunity to discuss our results oriented approach to management, organizational and business improvement services with any Federal Agency in more detail.

PRICE LISTS Product Codes, Descriptions, and Prices

HPL Labor Category	Description
<b>Executive Consultant/Executive Facilitator</b>	<p><b>Description:</b> Serves in as the leader for major projects, known for providing content expertise, feedback and input during all phases of a project.</p> <p><b>Education:</b> PhD./Ed.D.</p> <p><b>Experience:</b> Works with senior management teams as a project manager and/or executive consultant, having a strong reputation for specialized expertise. Recognized for his/her performance in field of expertise with a minimum of 20+ year's experience.</p>
<b>Senior Consultant/Senior Facilitator</b>	<p><b>Description:</b> Content/methodology expert contributing in substantive way to implementation of the project (e.g., designing the methodology, designing/customizing/conducting high-end training in a specialized content area.)</p> <p><b>Education:</b> Masters Degree or higher.</p> <p><b>Experience:</b> Outside consultant or faculty member with specialized expertise (content or methodology) and 15+ years of experience.</p>
<b>Consultant</b>	<p><b>Description:</b> Project Manager responsible for conducting day-to-day project activities with moderate level of oversight provided by a Senior Manager.</p> <p><b>Education:</b> Masters Degree or higher.</p> <p><b>Experience:</b> 10 years experience as Project Manager.</p>
<b>Senior Trainer</b>	<p><b>Description:</b> Professional staff person charged with performing specific project tasks such as collecting/analyzing data, preparing reports, facilitating/coordinating training, etc. Requires little/no supervision or guidance.</p> <p><b>Education:</b> Master's Degree or higher.</p> <p><b>Experience:</b> Experienced researcher or training facilitator with 7+ years experience.</p>



**Trainer**

**Description:** Professional staff person serving in support capacity collecting/analyzing data, coordinating/conducting training, etc. Able to achieve project goals with little supervision or guidance.

**Education:** Master's Degree or higher

**Experience:** Professional staff member with 5+ years experience.

**Program Developer**

**Description:** Professional staff person serving in support capacity collecting/analyzing data, coordinating/conducting/designing training, etc. Able to achieve project goals with supervision and guidance.

**Education:** Undergraduate and perhaps some work towards a Master's Degree

**Experience:** Professional staff member with 3+ years experience.

## MasterING CHANGE - Price List

### Integrated Consulting Services (SIN 874-1)

Product Code	Description	Price	Hourly Price
CWCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
CWCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
CWCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
CWCO-103	Program Developer	\$993./day	\$124.10
CWCO-103A	Senior Trainer	\$1,468./day	\$183.54
CWCO-103B	Trainer	\$1,346./day	\$168.25

### Training Services (SIN 874-4)

Product Code	Description	Price
CWTS-110	Half-Day Mastering Change Workshop held at customer site, 15 participants minimum. Includes: 15 Sets of materials for 15 participants	\$2,188
CWTS-111	For each additional participant	\$71
CWTS-116	One-day Mastering Change Workshop held at customer site, 15 participants minimum. Includes: 15 Sets of Change Mastery materials for 15 participants	\$4,234
CWTS-117	For each additional participant	\$132
CWTS-125	Three-Day Facilitator Certification and Training Workshop held at customer site, 10 participants minimum. Includes: Mastering Change Facilitator Manual for 10 participants	\$10,324
CWTS-126	For each additional participant	\$142

See 1,2,3

### Ancillary Supplies/Services (SIN C100-03)

Product Code	Description	Price
CWSP-119	Half-day Mastering Change Materials	\$71
CWSP-120	One-day Mastering Change Materials	\$132

CWSP-121	Mastering Change Facilitator Manual	\$142
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See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

## Deploying Your Vision and Mission and Leading Change - Price List

### Integrated Consulting Services (SIN 874-1)

Product Code	Description	Price	Hourly Price
CWCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
CWCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
CWCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
CWCO-103	Program Developer	\$993./day	\$124.10
CWCO-103A	Senior Trainer	\$1,468./day	\$183.54
CWCO-103B	Trainer	\$1,346./day	\$168.25

See 1

### Training Services (SIN 874-4)

Product Code	Description	Price
CWTS-130	One-Day Deploying Your Vision and Mission Workshop held at customer site, 15 participants minimum. Includes 15 sets of materials	\$4,234
CWTS-131	For each additional participant	\$132
CWTS-132	Two-Day Leading Change Workshop held at customer site, 15 participants minimum. Includes 15 sets of materials	\$7,039
CWTS-133	For each additional participant	\$179

See 1,2,3

#### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
CWSP-138	Deploying Your Vision and Mission Materials	\$132
CWSP-139	Leading Change Materials	\$179

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

### **The PRESS Improvement Cycle - Price List**

#### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
PRCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
PRCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
PRCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
PRCO-103	Program Developer	\$993./day	\$124.10
PRCO-103A	Senior Trainer	\$1,468./day	\$183.54
PRCO-103B	Trainer	\$1,346./day	\$168.25

See 1

#### **Training Services (SIN 874-4)**

Product Code	Description	Price
PRTS-107	Two-day PRESS Improvement Cycle Workshop held at client site, 15 participants minimum. Includes 15 sets of materials for 15 participants	\$5,554
PRTS-108	For each additional participant	\$71

PRTS-109	Four-day Facilitator Training and Certification Workshop Held at customer site, 10 participants minimum. Includes 10 sets of materials for 10 participants	\$12,446
PRTS-110	For each additional participant	\$236

See 1,2,3

#### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
PRSP-111	Participant Workbook	\$71
PRSP-112	Facilitator Manual	\$236

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

### **Process Mapping and Redesign - Price List**

#### **GSA Contract Number GS-23F-9828H for Profession Services Schedule (PSS)**

##### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
PMRC-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
PMRC-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
PMRC-102	Consultant/Facilitator	\$1,741./day	\$217.63
PMRC-103	Program Developer	\$993./day	\$124.10
PMRC-103A	Senior Trainer	\$1,468./day	\$183.54
PMRC-103B	Trainer	\$1,346./day	\$168.25

See 1

### **Training Services (SIN 874-4)**

Product Code	Description	Price
PMRT-107	Two-day Process Mapping & Redesign Workshop held at client site, 15 participants minimum. Includes 15 sets of materials for 15 participants	\$6,265
PMRT-108	For each additional participant	\$118
PMRT-109	Four-day Facilitator Training and Certification Workshop held at customer site, 10 participants minimum. Includes 10 sets of materials for 10 participants	\$11,773
PMRT-110	For each additional participant	\$279

See 1,2,3

### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
PMRS-111	Participant Workbook	\$118
PMRS-112	Facilitator Manual	\$279

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

## **Team Leader Workshop - Price List**

### **GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
TLCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25

TLCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
TLCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
TLCO-103	Program Developer	\$993./day	\$124.10
TLCO-103A	Senior Trainer	\$1,468./day	\$183.54
TLCO-103B	Trainer	\$1,346./day	\$168.25

See 1

### **Training Services (SIN 874-4)**

Product Code	Description	Price
TLTS-107	Two-day Team Leader Workshop held at client site, 15 participants minimum. Includes 15 sets of materials for 15 participants	\$5,910
TLTS-108	For each additional participant	\$94
TLTS-109	Four-day Facilitator Training and Certification Workshop held at customer site, 10 participants minimum. Includes 10 sets of materials for 10 participants	\$11,773
TLTS-110	For each additional participant	\$279

See 1,2,3

### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
TLSP-111	Participant Workbook	\$94
TLSP-112	Facilitator Manual	\$279

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

## **HIGH PERFORMANCE LEADERSHIP - Price List**

**GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
IPCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
IPCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
IPCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
IPCO-103	Program Developer	\$993./day	\$124.10
IPCO-103A	Senior Trainer	\$1,468./day	\$183.54
IPCO-103B	Trainer	\$1,346./day	\$168.25

### **Training Services (SIN 874-4)**

Product Code	Description	Price
IPTS-107	Three-day, High Performance Leadership Workshop held at client site, 15 participants minimum. Includes: 15 sets of materials, one Executive Level Workshop Facilitator and One Workshop Facilitator for 15 participants	\$19,600
IPTS-108	For each additional participant	\$449

See 1,2

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.

## **BREAK-IT! THINKING - Price List**

**GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

### **Integrated Consulting Services (SIN 874-1)**



Product Code	Description	Price	Hourly Price
BRCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
BRCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
BRCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
BRCO-103	Program Developer	\$993./day	\$124.10
BRCO-103A	Senior Trainer	\$1,468./day	\$183.54
BRCO-103B	Trainer	\$1,346./day	\$168.25

#### **Training Services (SIN 874-4)**

Product Code	Description	Price
BRTS-108	One-Day BREAK-IT! Thinking Workshop held at customer site, 15 participants minimum, for 15 participants	\$6,252
BRTS-109	For each additional participant	\$160
BRTS-110	Two-Day BREAK-IT! Thinking Workshop held at customer site, 15 participants minimum, for 15 participants	\$8,781
BRTS-111	For each additional participant	\$179
BRTS-112	Four-day BREAK-IT! Thinking Facilitator Certification and Training Workshop held at customer site, 10 participants minimum, for 10 participants	\$25,040
BRTS-113	For each additional participant	\$1,606

See 1,2,3

#### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
BRES-115	Administrator's Kit	\$1,606
BRES-116	One-day Participant's Kit	\$160
BRES-117	Two-day Participant's Kit	\$179

See 4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.

2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.

3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.

4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

## **EAGLES - Price List**

### **GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

#### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
EACO-100	Executive Level EAGLES Consultant/Facilitator	\$2,418./day	\$302.25
EACO-101	Senior Level EAGLES Consultant/Facilitator	\$2,176./day	\$272.00
EACO-102	EAGLES Consultant/Facilitator	\$1,741./day	\$217.63
EACO-103	EAGLES Program Developer	\$993./day	\$124.10
EACO-103A	EAGLES Senior Trainer	\$1,468./day	\$183.54
EACO-103B	EAGLES Trainer	\$1,346./day	\$168.25

See 1

#### **Training Services (SIN874-4)**

Product Code	Description	Price
EATS-110	Two-Day EAGLES Workshop held at customer site, 15 participants minimum. Includes One Administrator's Kit and 15 Participant Kits for 15 participants	\$8,345
EATS-111	For each additional participant	\$175
EATS-112	Four-day EAGLES Facilitator Certification and Training Workshop held at customer site, 10 participants minimum. Includes 10 Administrators Kits for 10 participants	\$21,250
EATS-113	For each additional participant	\$1,225

See 1,2,3

### **Training Products (SIN C100-03)**

Product Code	Description	Price
EASP-115	Administrator's Kit	\$1,226
EASP-116	Participant's Kit	\$175
EASP-117	Flightkit (includes audiotapes and participant's kit)	\$222
EASP-119	Even Eagles Need A Push paperback	\$12.25

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

### **Collaborative Conflict Resolution - Price List**

#### **GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

#### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
RCCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
RCCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
RCCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
RCCO-103	Program Developer	\$993./day	\$124.10
RCCO-103A	Senior Trainer	\$1,468./day	\$183.54
RCCO-103B	Trainer	\$1,346./day	\$168.25

See 1

#### **Training Services (SIN 874-4)**

Product Code	Description	Price
RCTS-150	One-Day Collaborative	\$4,585

	Conflict Resolution (CCR) Workshop held at client site, 15 participants minimum. Includes: One CCR Leader Guide 15 CCR Participant Guides with Conflict Styles Instrument for 15 participants	
RCTS-151	For each additional participant	\$137
RCTS-158	Three-Day Client Facilitator Certification & Training Workshop held at customer site, 10 participants minimum. Includes: Client fee to deliver programs in-house, and 10 Leader Kits CCR Facilitator Training, for 10 participants.	\$13,445
RCTS-159	For each additional participants	\$469

See 1,2,3

#### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
RCTS-161	CCR Participant Guide (Includes Conflict Styles Instrument)	\$137
RCTS-162	CCR Leader Guide	\$279
RCTS-163	CCR Leader Kit (Leader Guide and one videocassette)	\$469
RCTS-152	Client fee to deliver CCR program in-house, using client facilitators, includes one Leader Guide and one videocassette	\$943

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

## Managing Difficult Conversations (MDC) - Price List

**GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

### **Integrated Consulting Services (SIN 874-1)**

Product Code	Description	Price	Hourly Price
RCCO-100	Executive Level Consultant/Facilitator	\$2,418./day	\$302.25
RCCO-101	Senior Level Consultant/Facilitator	\$2,176./day	\$272.00
RCCO-102	Consultant/Facilitator	\$1,741./day	\$217.63
RCCO-103	Program Developer	\$993./day	\$124.10
RCCO-103A	Senior Trainer	\$1,468./day	\$183.54
RCCO-103B	Trainer	\$1,346./day	\$168.25

See 1

### **Training Services (SIN 874-4)**

\*Please note that the Collaborative Conflict Resolution (CCR) Workshop is a prerequisite for participation in The Managing Difficult Conversations Workshop

Product Code	Description	Price
RCTS-153	Two-Day, Managing Difficult Conversations Workshop held at customer site, 15 participants minimum. Includes: One MDC Leader Guide 15 MDC Participant Guides with Manager Style Assessment Price for 15 participants	\$8,250
RCTS-154	For each additional participant	\$232
RCTS-156	One-Day Managing Difficult Conversations Workshop held at customer site, 15 participants minimum. Includes: One MDC Leader Guide 15 MDC Participant Guides with Manager Style Assessment for 15 participants	\$5,012
RCTS-157	For each additional participant	\$165
RCTS-170	Four-Day Client Facilitator Certification and Training Workshop for Two-Day MDC Version held at customer site,	\$17,500

	10 participants minimum. Includes: License to deliver programs in-house, and 10 Two-Day Leader Kits for 10 participants	
RCTS-171	For each additional participant	\$279

See 1,2,3

#### **Ancillary Supplies/Services (SIN C100-03)**

Product Code	Description	Price
RCTS-164	MDC Two-Day Participant Guide	\$232
RCTS-165	MDC Two-Day Leader Guide	\$279
RCTS-166	MDC Two-Day Leader Kit	\$753
RCTS-167	MDC One-Day Participant Guide	\$165
RCTS-168	MDC One-Day Leader Guide	\$279
RCTS-169	MDC One-Day Leader Kit	\$469
RCTS-155	Client fee to deliver MDC Programs in-house, using client facilitators, includes one Two-Day Leader Kit	\$992

See 2,4

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.
4. An additional volume discounts is available on all Support Products listed above: 100-199 copies, 5%; 200-499 copies, 10%; and more than 500 copies, is a 15% discount.

### **Custom Consulting and Training Programs - Price List**

**GSA Contract Number GS-23F-9828H for Professional Services Schedule (PSS)**

#### **Integrated Consulting Services (SIN 874-1)**

#### **Leadership and Management Topics**

Product Code	Description	Price
OSCS-100	Organizational development and change	\$2,176./day
OSCS-101	Resolving management/professional conflicts	\$2,176./day
OSCS-102	Coaching and counseling methods	\$2,176./day
OSCS-103	Cross-functional "turf war" reduction	\$2,176./day
OSCS-104	Personal/professional counseling	\$2,176./day

### **Employee Development Topics**

Product Code	Description	Price
OSCS-106	Career Planning	\$2,176./day
OSCS-107	Motivation & morale	\$2,176./day
OSCS-108	Data-based performance counseling	\$2,176./day

### **Teams and Teamwork Topics**

Product Code	Description	Price
OSCS-109	Team building	\$2,176./day
OSCS-110	Self-directed work teams	\$2,176./day
OSCS-111	Cross-cultural negotiations & team dynamics	\$2,176./day
OSCS-112	Group process facilitation	\$2,176./day

### **Key Management Issues**

Product Code	Description	Price
OSCS-114	Strategic planning	\$2,176./day
OSCS-115	Organization realignment and redesign	\$2,176./day
OSCS-116	Creation of performance/competency models	\$2,176./day
OSCS-119	Building learning and performance systems	\$2,176./day

### **Communications Topics**

Product Code	Description	Price
OSCS-120	Motivational presentations & speech writing	\$2,176./day
OSCS-121	Public speaking/marketing/	\$2,176./day

	presentations	
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### Technical Services

Product Code	Description	Price
OSCS-122	Custom survey development and analysis	\$2,176./day
OSCS-123	"Discovery Learning" training design	\$2,176./day
OSCS-124	Instructional skills training	\$2,176./day
OSCS-125	Instructional designer training	\$2,176./day
OSCS-128	Performance Management	\$2,176./day

See 1

### Training Services (SIN 874-4)

#### Customized Off-the-Shelf Training Programs

Product Code	Description	Price
OCTS-130	Mentoring Applications: Working through Organizational and Personal Dilemmas, One-Day, Workshop maximum 20 participants, for 20 participants including materials	\$3,340
OCTS-131	Custom Case Development (optional)	\$1,195
OCTS-133	Work, Change, and You: Expanding Your Job Satisfaction, One-Day, Workshop maximum 20 participants, for 20 participants including materials	\$3,340
OCTS-135	Work, Change, and You: Taking Time To Talk Half-day Workshop follow-up training for supervisors and managers. Maximum 20 participants for 20 participants, including materials	\$1,645
OCTS-137	Impact Evaluation	\$1,195
OCTS-138	Workforce Diversity: Managing the Dilemmas, One-Day, Workshop maximum 20 participants, for 20	\$3,340



	participants, including materials	
<b>OCTS-140</b>	<b>Custom Case Development (optional)</b>	\$1,195

See 1,2,3

1. Allowable lodging, per diem and travel are not included. Allowable expenses will be billed separately.
2. Freight is included in the price. Non-continental US and Rush shipments (allowing less than three weeks for delivery) will be shipped FOB origin.
3. An additional volume discount is available for Training Services listed above when Workshops are ordered on a single purchase order: 2-9 Workshops, 3%; 10-19 Workshops, 5%; and more than 20 Workshops is an 8% discount.

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