SOLICITATION ADSPO13-00002027
Attachment IV - Structured
Training and Professional Development Services

Category:

Personal Development
Management / Leadership
Quality Service
Specialized Training & Development
Miscellaneous Training

Delivery Format Options:

(CBT) - Computer Based Training
(W) - Webinar
(E) - E-Learning
(TT) - Train the Trainer
(SF) - State Facility (Live)
(VF) - Vendor Facility (Live)

Note:
If no "discount rate" is offered, enter "NA".
Materials shall be included in cost of class as noted in Section 4.4 of the Scope of Work.

	Category	Course #	Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Description of Course
Example	Management / Leadership	M30001	Governance and Leadership	CBT	$17.00	5%	$16.15	A comprehensive set of materials and learning tools aimed at enhancing the role that directors play in their boards
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$87.50	10%	$79.54	**Personal Development - Communication Skills** • Active listening • Skill building Provides an introduction to three sets of skills leaders and members need: Listening, clarifying, and facilitating action. This could be stand alone, but better when included in a more encompassing presentation involving subjects listed below. On the spot structured practice contributes to skill building.
SF	$87.50	10%	$79.54	**Personal Development - Communication Skills** • Surveying your interpersonal communication • Interpersonal communication • Self awareness • Skill building Involves a short qualitative survey with other members of a team. Leaders and team members will: • Understand how other team members perceive each other as a communicator • Use new methods to develop trust, exchange information, and facilitate action • Understand and apply factors that contribute to effective communication • Begin to identify strengths and opportunities for improvement in interpersonal communications • On the spot structured practice contributes to skill building.

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$110.00	0%	$110.00	**Personal Development -Problem Solving** • Focus, analyze, develop, execute • Tools and techniques • Practical application • (Train the trainer) Develops a four phase problem solving system to: • Solve problems permanently • Improve quality of work life • Help others do better work • Improve communication and coordination • Depending on leadership may be applied to actual work problems. • Conduct facilitator training to train a cadre of trainers in this discipline

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$87.50	10%	$79.54	**Personal Development - Business Writing** • Key concept • Practice • Coaching Provides one-on-few personal coaching to develop effective writing skills.
SF	$87.50	10%	$79.54	**Personal Development - Public Speaking** • Key concepts • Practice • Coaching Provides one-on-few personal coaching to develop effective speaking skills.
SF	$110.00	0%	$110.00	**Management/Leadership - Decision making skills** • Groups • Group decision making • Decision making tools • (Train the trainer) Explores group dynamics through exercises and case studies. Addresses how groups form, function, and influence the behavior of members as they work together. Looks at how groups make decisions, intergroup conflict, managing morale. Discusses driving out fear to increase productivity.
SF	$110.00	0%	$110.00	**Management/Leadership -Governance and Leadership** • Organizational culture • Leadership styles • Participative management Helps analyze the culture of the organization and identify those aspects that help and those that hinder mission accomplishment.Leadership is key in modifying aspects of the culture that need changing; therefore, it is key for leaders to understand their leadership styles: what works what doesn't work and how to adjust to the situation. Leaders can assess

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$120.00	0%	$120.00	**Management/Leadership -Strategic Planning** • Vision, mission, values • Critial success factors • Stretch goals • Tasks and activities • Core processes and accountability • Measurement • (Train the trainer) Designed for leadership at various levels and can be used in a real world application • Identify, define, understand, and apply the power of actual vision, mission, and values of the organization • Agree on what has to happen for the organization to survive and thrive • Identify the stretch goals that may exceed some individuals' expectations • Determine the tasks and activities necessary to achieve the stretch goals • Establish metrics to guide activity and ensure the organization is doing right things right • Train key individuals to cascade the activity throughout the organization so everyone understands how their product or service contributes to The Main Thing.

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$120.00	0%	$120.00	**Specialized Training and Development - Customized Training and Exercises – Homeland Security and Emergency Planning** Based upon the specific customer requirements: • Provide planning training in design, development and execution of seminars, workshops, table-top exercises, functional exercises and full scale exercises • Provide customer support to design, develop and execution of seminars, workshops, table-top exercises, functional exercises and full scale exercises • Collaborate with customers to design, develop and execution of customized seminars, workshops, table-top exercises, functional exercises and full scale exercises • Provide instruction on planning

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$110.00	10%	$100.00	**Management/Leadership -Facilitation** • Facilitator vs. instructor • Generic facilitation • Specific facilitation • Tools and techniques • Practice sessions • (Train the trainer) • Provide concepts, tools, and techniques to select individuals who need to facilitate meetings, conferences, and teams • Provides one-on-few personal coaching to develop effective facilitation skills • Train a cadre of trainers to expand this skill in the organization

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$120.00	0%	$120.00	**Management/Leadership -Organizational Behavior** • Organizational culture • Culture dig • Forming, storming, norming, performing • Leading teams • Being a team member • Tools and techniques • (Train the trainer) Analyzes the culture of the organization and identify those aspects that help and those that hinder mission accomplishment. The culture dig helps participants understand the dynamics of organizational culture and helps them shape it. Using an archeological analogy they investigate: • Organizational artifacts and symbols • Stories and legends of past occurrences • How people and groups relate to each other and the organization • Patterns and behaviors—what works; what doesn't work; the "unmentionables" In addition to investigating the culture, or in a separate situation participants learn about the dynamics of teams and small groups: • Leading a team • Being a team member • Tools and techniques for team success • Train a cadre of trainers to expand these concepts and skills in the organization

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$87.50	10%	$79.54	**Quality Service - Determining and anticipating customer expectations** • Understanding the three voices • Customer-supplier dialogue • Tools and techniques • PRIDE • Product or service • Relationship • Integrity • Delivery • Expectations • Train the trainer This intervention introduces the idea of three voices: the customer, the employee, and the organization. • To avoid "searching the shore for the right rock" participants learn to conduct a customer-supplier conversation and to use tools and techniques to ensure they are doing right things right. • Train a cadre of trainers to expand this skill in the organization

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$87.50	10%	$79.54	**Quality Service - Providing information accurately and completely** • Understanding the three voices • Customer-supplier dialogue • Tools and techniques • PRIDE • Product or service • Relationship • Integrity • Delivery • Expectations • (Train the trainer) This block applies the previous concepts, tools, and technique—for determining and anticipating customer expectations—in reverse. To avoid causing someone else to "search the shore for the right rock" participants learn to conduct a customer-supplier conversation and to use tools and techniques to ensure they providing information that will be complete and accurate. Train a cadre of trainers to expand this skill in the organization.

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Customized Delivery Format	Hourly Rate	Discount Percentage	Extended Rate	Description / Comments
SF	$87.50	10%	$79.54	**Quality Service - Internal customer relations** • Understanding the three voices • Customer-supplier dialogue • Tools and techniques • PRIDE • Product or service • Relationship • Integrity • Delivery • Expectations • (Train the trainer) This block applies the previous concepts, tools, and technique—for determining and anticipating customer expectations—in reverse. To avoid causing someone else to "search the shore for the right rock" participants learn to conduct a customer-supplier conversation and to use tools and techniques to ensure they providing information that will be complete and accurate. Train a cadre of trainers to expand this skill in the organization.