



GSA Multiple Award Schedule (MAS)

**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 is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsadvantage.gov>

SCHEDULE TITLE: Multiple Award Schedule

FEDERAL SUPPLY GROUP: Professional Services

FSC Classes/Product Codes:

- R431 - Support- Professional: Human Resources
- R701 - Support- Management: Advertising
- R708 - Support- Management: Public Relations
- R799 - Support- Management: Other
- R408 - Support- Professional: Program Management/Support
- R704 - Support- Management: Auditing
- 6910 - Training Aids
- R703 - Support- Management: Accounting
- U006 - Education/Training- Vocational/Technical

CONTRACT NUMBER: 47QRAA19D00CD

CONTRACT PERIOD: September 11, 2019 - September 10, 2024

CONTRACTOR:

PRM Consulting
1814 13th St NW; Washington D.C., 20009
Phone: 202-745-3700
Fax: 202-745-3701
www.prmconsulting.com

CONTRACTOR'S ADMINISTRATION SOURCE:

Gregory Davis
1814 13th St NW; Washington D.C., 20009
Phone: 202-745-3700
Fax: 202-745-3701
gregory.davis@prmconsulting.com

BUSINESS SIZE: Small, Small, Minority-Owned Business

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
Price list current as of Modification #PS-0010 effective September 23, 2022.

*This is the MOST RECENTLY awarded Contractor Initiated Modification and does NOT include any Mass Modifications
Prices Shown Herein are Net (discount deducted)



CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs	Recovery	SIN Title
56131	56131RC	Talent Acquisition
541810	541810RC	Advertising Services
541820	541820RC	Public Relations Services
541612HC	541612HCRC	Agency Human Capital Strategy, Policy and Operations
541611	541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
611430	611430RC	Professional and Management Development Training
333318TDTM	333318TDTMRC	Off-the-Shelf Training Devices and Training Materials
541219	541219RC	Budget and Financial Management Services
611512	611512RC	Flight Training
ANCILLARY	ANCILLARYRC	Ancillary Supplies and Services
OLM	OLMRC	Order-Level Materials (OLM)

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. [See Page 5](#)

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. [See Page 5](#)

2. Maximum order:

SINs	Maximum Order
56131	\$1,000,000
541810	\$1,000,000
541820	\$1,000,000
541612HC	\$1,000,000



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541611	\$1,000,000
611430	\$1,000,000
333318TDTM	\$1,000,000
541219	\$1,000,000
611512	\$1,000,000
ANCILLARY	\$250,000
OLM	\$250,000

3. Minimum order: **\$100**
4. Geographic coverage (delivery area). **Domestic**
5. Point(s) of production (city, county, and State or foreign country). **1814 13th St NW; Washington D.C., 20009**
6. Discount from list prices or statement of net price. **Government Net Prices (discounts already deducted.)**
7. Quantity discounts. **3% for orders exceeding \$100,000**
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. **Net 30**
9. Foreign items (list items by country of origin). **Not Applicable**
- 10a. Time of delivery. (Contractor insert number of days.) **Contact Contractor**
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. **Contact Contractor**
- 10c. Overnight and 2-day delivery. **Contact Contractor**
- 10d. Urgent Requirements. **Contact Contractor**
11. F.O.B. point(s). **Destination**
- 12a. Ordering address(es). **1814 13th St NW; Washington D.C., 20009**
- 12b. 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.



13. Payment address(es). **1814 13th St NW; Washington D.C., 20009**
14. Warranty provision. **Standard Commercial Warranty Terms & Conditions**
15. Export packing charges, if applicable. **Not Applicable**
16. Terms and conditions of rental, maintenance, and repair (if applicable). **Not Applicable**
17. Terms and conditions of installation (if applicable). **Not Applicable**
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**
- 18b. Terms and conditions for any other services (if applicable). **Not Applicable**
19. List of service and distribution points (if applicable). **Not Applicable**
20. List of participating dealers (if applicable). **Not Applicable**
21. Preventive maintenance (if applicable). **Not Applicable**
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. **Not Applicable**
23. Unique Entity ID (UEI). **CUQLL5YF15S1**
24. Notification regarding registration in System for Award Management (SAM) database. **Contractor registered and active in SAM**



TALENT AND ACQUISITION SERVICES PRICING

SINS	Service	Description	Unit of Issue	Awarded Rate
56131	Talent Acquisition Specialty/Scarce Level Recruitment - Legal, IT, Healthcare	Recruitment in Specialty/Scarce Level Positions - Legal, IT, Healthcare. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.	Annual Salary	21%
56131	Talent Acquisition Manager Level Recruitment	Recruitment in Manager Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.	Annual Salary	19%
56131	Talent Acquisition Director Level Recruitment	Recruitment in Director Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.	Annual Salary	19%
56131	Talent Acquisition Sr. Manager Level Recruitment	Recruitment in Sr. Manager Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.	Annual Salary	19%
56131	Talent Acquisition Executive Vice President Level Recruitment	Recruitment in Executive Vice President Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.	Annual Salary	24%



LABOR CATEGORY PRICING

SINS	Labor Category	Hourly Rate
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Managing Director II	\$398.99
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Managing Director I	\$349.12
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Principal Consultant II	\$299.24
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Principal Consultant I	\$274.31
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Senior Consultant III	\$249.37
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Senior Consultant II	\$224.43
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Senior Consultant I	\$199.50
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Consultant III	\$174.56
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Consultant II	\$149.62
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Consultant I	\$124.69



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SINS	Labor Category	Hourly Rate
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Associate Consultant II	\$109.72
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Associate Consultant I	\$89.77
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Project Assistant II	\$64.84
541810, 541820, 541612HC, 541611, 611430, 333318TDTM, 541219, ANCILLARY, OLM	Project Assistant I	\$59.85



TRAINING COURSE PRICING

SIN	Awarded Training Courses	Course Length	Minimum Participants	Maximum Participants	Site	GSA Approved Pricing (w/IFF) Per course
611430, 333318TDTM, ANCILLARY	Emotional Intelligence	1 Day	15	25	Customer Facility	\$3,391.43
611430, 333318TDTM, ANCILLARY	Cross Cultural Awareness	1 Day	15	25	Customer Facility	\$3,391.43
611430, 333318TDTM, ANCILLARY	Multigenerational Work Teams	1 Day	15	25	Customer Facility	\$3,391.43
611430, 333318TDTM, ANCILLARY	Personal Development Using Strengths Finder™	1/2 Day	15	25	Customer Facility	\$2,475.00
611430, 333318TDTM, ANCILLARY	Teleworking Strategies for Managers	1/2 Day	15	25	Customer Facility	\$2,475.00
611430, 333318TDTM, ANCILLARY	Team Building with True Colors	1 Day	15	25	Customer Facility	\$3,391.43
611430, 333318TDTM, ANCILLARY	EEO and Sexual Harassment	1/2 Day	15	25	Customer Facility	\$2,475.00
611430, 333318TDTM, ANCILLARY	Facilitation Services (Train the Trainer)	1 Day	15	25	Customer Facility	\$3,391.43
611430, 333318TDTM, ANCILLARY	Executive Coaching	12 Hours	15	25	Customer Facility	\$3,465.00



TALENT AND ACQUISITION SERVICE DESCRIPTIONS

Service	Description
Talent Acquisition Specialty/Scarce Level Recruitment - Legal, IT, Healthcare	Recruitment in Specialty/Scarce Level Positions - Legal, IT, Healthcare. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.
Talent Acquisition Manager Level Recruitment	Recruitment in Manager Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.
Talent Acquisition Director Level Recruitment	Recruitment in Director Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.
Talent Acquisition Sr. Manager Level Recruitment	Recruitment in Sr. Manager Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.
Talent Acquisition Executive Vice President Level Recruitment	Recruitment in Executive Vice President Level Positions. Recruitment includes: research, marketing, scheduling, screening, vetting, interviewing, ranking, background checks, selecting, and retaining qualified candidates.



LABOR CATEGORY DESCRIPTIONS

Managing Director I	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	15 years of relevant experience
Responsibilities: Manages contractual relationships with clients and has the authority to dedicate company resources to a client project. Oversees multiple, simultaneous projects at the program level. Has the demonstrated ability to set and maintain overall direction for a program, to control overall scope, budget, and schedule for complex programs, has the ability to communicate with client executive management to ensure that critical program issues are addressed. Conducts quality assurance of key projects. Capable of negotiating and making binding decisions for the company.	

Managing Director II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	20 years of relevant experience
Responsibilities: Manages contractual relationships with clients and has the authority to dedicate company resources to a client project. Oversees multiple, simultaneous projects at the program level. Has the demonstrated ability to set and maintain overall direction for a program, to control overall scope, budget, and schedule for complex programs, has the ability to communicate with client executive management to ensure that critical program issues are addressed. Conducts quality assurance of key projects. Capable of negotiating and making binding decisions for the company.	

Principal Consultant I	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	10 years of relevant experience



Responsibilities:

Provides expert advice, assistance, guidance and counseling in support of organizational improvement efforts in such areas as program and project management, project integration, and program oversight for projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Represents the organization at top level policy and planning meetings.

Principal Consultant II

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

15 years of relevant experience

Responsibilities:

Provides expert advice, assistance, guidance and counseling in support of organizational improvement efforts in such areas as program and project management, project integration, and program oversight for projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Represents the organization at top level policy and planning meetings.

Senior Consultant I

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

7 years of relevant experience

Responsibilities:

Senior consultant for projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains specialized knowledge of business issues and processes related to the best practices for implementing complex business change. Experienced in translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, improving organizational performance and developing improvements to process management.



Senior Consultant II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	8 years of relevant experience
Responsibilities: Senior consultant for projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains specialized knowledge of business issues and processes related to the best practices for implementing complex business change. Experienced in translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, improving organizational performance and developing improvements to process management.	

Senior Consultant III	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	9 years of relevant experience
Responsibilities: Senior consultant for projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains specialized knowledge of business issues and processes related to the best practices for implementing complex business change. Experienced in translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, improving organizational performance and developing improvements to process management.	

Consultant I	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	4 years relevant experience
Responsibilities:	



Works on projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains knowledge of business issues and processes related to the best practices for implementing complex business change. Performs consulting activities to assist clients in activities such as building leadership, performing strategic planning, and developing process improvements.

Consultant II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	5 years relevant experience
<p>Responsibilities: Works on projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains knowledge of business issues and processes related to the best practices for implementing complex business change. Performs consulting activities to assist clients in activities such as building leadership, performing strategic planning, and developing process improvements.</p>	

Consultant III	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	6 years relevant experience
<p>Responsibilities: Works on projects relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Maintains knowledge of business issues and processes related to the best practices for implementing complex business change. Performs consulting activities to assist clients in activities such as building leadership, performing strategic planning, and developing process improvements.</p>	

Associate Consultant I	
Minimum Education:	Bachelor's Degree



Minimum Years' Experience:	2 years relevant experience
Responsibilities: Under general supervision, assists in consulting relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Assists in developing solutions through research and fact-finding combined with the basic understanding on human resources consulting. Includes analysis of business and client needs, organizational resources, and management processes. Devises or modifies procedures to implement human resources solutions for clients.	

Associate Consultant II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	3 years relevant experience
Responsibilities: Under general supervision, assists in consulting relating to compensation programs, benefits, staff and organizational development, employment and recruitment, and reward and recognition programs. Assists in developing solutions through research and fact-finding combined with the basic understanding on human resources consulting. Includes analysis of business and client needs, organizational resources, and management processes. Devises or modifies procedures to implement human resources solutions for clients.	

Project Assistant I	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	1 year of relevant experience
Responsibilities: Provides administrative support to business and management personnel working closely with the Project Director and other project staff. This includes, but is not limited to project administration, program management support, producing all project related correspondence, maintaining web sites and databases, scheduling meetings and reservations, and maintaining document libraries.	



Project Assistant II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	3 years of relevant experience
Responsibilities:	
Provides administrative support to business and management personnel working closely with the Project Director and other project staff. This includes, but is not limited to project administration, program management support, producing all project related correspondence, maintaining web sites and databases, scheduling meetings and reservations, and maintaining document libraries.	

The above describes the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Bachelors	Associates Degree + 2 Years of Relevant Experience <i>or</i> 4 Years of Relevant Experience Professional Certification Desired
Masters	Bachelors Degree + 2 Years of Relevant Experience <i>or</i> Associates Degree plus 4 Years of Relevant Experience Professional License Desired
Doctorate	Masters Degree + 2 Years of Relevant Experience <i>or</i> Bachelors Degree + 4 Years of Relevant Experience

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 for 1 years of experience for each year of college completed.



GSA Multiple Award Schedule (MAS)

COURSE CATALOGUE

2021 CORE COMPETENCY TRAINING



Emotional Intelligence (8-Hours)

Emotional Intelligence (EQ) describes a person’s ability to understand, accept, recognize, and assess the impact of his/her own emotions and feelings and those of others. Gaining knowledge of our Emotional Intelligence helps us to improve our own behaviors as well as to manage and improve our ability to build and maintain effective relationships with others. This highly interactive course provides participants an opportunity to learn and then apply principles of Emotional Intelligence in addressing issues of cross cultural and multigenerational diversity and inclusion in the workplace. The course is designed to have participants work within large and small teams settings in “real time with hands on” reality based learning activities designed to create an understanding and application of the 5 basic Emotional Intelligence competencies. Participants will complete a style profile during the course which will help them to begin to identify and understand their individual Emotional Intelligence (EQ).

OVERVIEW

This course is the third in a sequence of three with the first being Cross Cultural Awareness followed by Multigenerational Work Teams.

Participants will:

- Acquire skills that increase their ability to resolve conflict and learn techniques for building effective workplace relationships.
- Gaining insight as to how our EQ impacts the dynamics of working in a cross cultural multigenerational team environment.
- Create an action plan to support them as they re-enter their work areas.
- Acquire new understanding of the definition and elements of the 5 competencies within the EQ model.
- Gain a better appreciation, awareness and understanding of the importance of their role in the organization, which includes helping to build a strong culture of diversity/inclusion.
- Participants in individual and team activities explore the wide variety of benefits that accrue to individuals when they learn and practice techniques to enhance their Emotional Intelligence skills.
- Participants will practice strategies and tools for conflict management and conflict resolution

Course Outline

- Understanding The Role Our Brain In Influencing Our Emotions- Cross Cultural Psychology
- Understanding The Fundamentals Of The Emotional Intelligence (EQ) Model – Introduction To The 5 Competencies – Individual And Group Activity
- Emotional Intelligence – What’s In It for You?
- Emotional Intelligence: Creating The Path To Cross Cultural Intelligence
- EQ Simulation
- Everything Starts With You – Testing Your Emotional Intelligence – Individual
- Using Your Results
- It Matters What We Say!
- Cross Cultural And Multigenerational Dialogues Simulation
- The Opportunity For The “Unintended” Action

Course facilitated by a Master Facilitator with more than 25 years of experience working with instructional design and customized training engagements for organizations seeking to create, implement and manage pivotal culture change.



Cross Cultural Awareness (8-Hours)

The world is becoming increasingly connected through technology and emerging markets. Employees at all levels need to become aware and sensitive to the differences that help make the US Government workforce what it is. The Cross Cultural Awareness course gives participants the opportunity to learn more about diversity in all of its forms and its vital importance to succeeding in today's modern workplace. This highly interactive course provides participants an opportunity to continue to develop and strengthen vital skills needed to engage and effectively interact with others in increasingly diverse work environments. The course is designed to have participants work within large and small teams settings in to create an understanding and application of the elements of diversity.

OVERVIEW

This course is the first in a sequence of three to be followed by Multigenerational Work Teams and Emotional Intelligence. The course can also be offered as a stand-alone course.

Participants will:

- Explore Cross Cultural Diversity/inclusion as a mission and business issue and describe how it impacts the Department of Commerce and its ability to accomplish its objectives.
- Build on existing knowledge and awareness of cross cultural diversity and inclusion to identify its scope and components at the conscious and unconscious level.
- Increase the awareness and understanding of the relationship between our cultural orientation, beliefs, feelings, and values and our workplace behavior.
- Understand the basis for the assumptions made about other people and discussed how those assumptions impacts communications, behavior and actions within the workplace;
- Explore our own cultural orientation to improve how we see and value differences while developing the communications and interpersonal skills to effectively impact the dynamics that occur between a group and an individual.
- Create a specific, personal action plan for making a difference within your sphere of influence.

Course Outline

- Myths of Cross Cultural Diversity/Inclusion
- What is Cross Cultural Diversity?
- Business Reasons for Cross Cultural Diversity/Inclusion
- Dimensions of Identity
- Understanding Your Cultural Orientation
- Building Interactive Skills for Working in a Cross Cultural Work Environment
- Action Planning for Integrating Cross Cultural Inclusion into the Day to Day
- The Opportunity For The "Unintended" Action

Course facilitated by a Master Facilitator with more than 25 years of experience working with instructional design and customized training engagements for organizations seeking to create, implement and manage pivotal culture change.



Multigenerational Work Teams (8-Hours)

It's no secret that the demographic make-up of the American population has been undergoing profound changes in the last few years. For the first time in history, there are five generations, four of which are currently in the work force. Meaning that a 20 year old can find she is giving work direction to someone who is the age of her parents or working beside colleagues who are older than she is by 40 years or more. All of these dynamics are causing organizations to rethink various strategies on how to build and maintain a culture that will support, encourage and meet the needs and challenges of this new form of cross cultural diversity and inclusion. This course is designed to look at these five generations and their unique set of characteristics in terms of life events, values, experiences, world view, definitions of work and communication styles.

OVERVIEW

- This course explores the issues beyond age that confronts employees as they work in this multigenerational work culture.
- In this course participants will:
- Be able to identify groups by the characteristics of age, cohorts and cohort experiences.
- Gain a greater understanding and recognition of the impact these factors have on the individual and cohort groups in effectively communicating and dealing with conflict that might arise as a result of working in multigenerational team.
- Rethink strategies to build and maintain effective rapport across multigenerational groups.
- See the world through the "lenses" of other age groups.
- Be better able to understand some of the general life experiences of different cohort groups that influences one's thinking about teams, work, rewards, and achievement.
- Learn tools to improve interpersonal effectiveness across differences.
- Identify personal history, values and behaviors that can create misconceptions and conflict with others.
- Participants will practice strategies and tools for conflict management and conflict resolution

Course Outline

- Understanding The Role Our Brain In Influencing Our Emotions- Cross Cultural Psychology
- Understanding The Fundamentals Of The Emotional Intelligence (EQ) Model – Introduction To The 5 Competencies – Individual And Group Activity
- Emotional Intelligence – What's In It for You?
- Emotional Intelligence: Creating The Path To Cross Cultural Intelligence
- Everything Starts With You – Testing Your Emotional Intelligence – Individual
- Using Your Results
- It Matters What We Say!
- Cross Cultural And Multigenerational Dialogues Simulation
- The Opportunity For The "Unintended" Action

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Personal Development Using Strengths Finder™ (4-Hours)

How do we become better team members? Employees at all levels must constantly evaluate themselves and their performance to push beyond the doing the bare minimum and find ways to maximize their impact within a team, department, or organization. Using the power of Strengths-based psychology, this course helps participants identify the skills they can enhance to add value to any of their project groups or teams. Additionally, managers can utilize the results of this assessment to encourage better relationships and team dynamics.

OVERVIEW

Participants will:

- Acquire skills that increase their ability to resolve conflict.
- Learn techniques for building effective workplace relationships.
- Gaining insight as to how our EQ impacts the dynamics of working in a cross cultural multigenerational team environment.
- Create an action plan to support them as they re-enter their work areas.
- Acquire new understanding of the definition and elements of the 5 competencies within the EQ model.
- Gain a better appreciation, awareness and understanding of the importance of their role in the organization, which includes helping to build a strong culture of diversity/inclusion, while continuously assessing one's own emotions.
- Increase their awareness of how the linkage between EQ can effect job satisfaction, delivering quality customer service, openness to change, and on-going individual development.
- Participants in individual and team activities explore the wide variety of benefits that accrue to individuals when they learn and practice techniques to enhance their Emotional Intelligence skills.
- Participants will practice strategies and tools for conflict management and conflict resolution

Course Outline

- Understanding Strengths-based psychology
- The 34 Themes
- Discovering Your Personal Strengths
- Capitalizing on Your Strengths
- Building Teams based on our Strengths

Course facilitated by a Master Facilitator with more than 25 years of experience working with instructional design and customized training engagements for organizations seeking to create, implement and manage pivotal culture change.



Teleworking Strategies for Managers (4-Hours)

New managers often enter their positions with little experience supervising others. Particularly in today's technology-filled environment, flexibility and understanding between managers and employees is vital. This half-day course focuses on one common method of providing flexibility- teleworking. Participants will examine the current teleworking policy at their organization and being to develop strategies to deal effectively with employees who are teleworking.

OVERVIEW

This course reviews strategies for teleworking and managing the norms and protocols for your organization.

Participants will:

- **Examine the teleworking protocols meeting with your team:** Host a conversation to identify your organizational norms and protocols for teleworking to reach consensus on what "teleworking as a team" looks like for your work environment.
- **Explore steps necessary to building a trusting environment:** Rigid monitoring of employees' daily activities hinders productivity and creates an environment of distrust, while established and agreed upon metrics for productivity ensure long-term team success while teleworking.
- **Monitor performance:** Hold employees accountable for their work fairly and promptly. Telework does not create inefficiencies, but rather exposes them. Host check-in opportunities for mobile and in-office team members.
- **Stay connected:** Ensure all team members know the best and expected vehicles for communication. Commit with each other to an acceptable response period. Be just as responsive to direct reports and colleagues as you expect them to be.

Course Outline

- Understanding the Benefits of Teleworking
- Examining the Current Telework Policy
- Essential elements of a Successful Telework Policy
- Monitoring techniques and tools
- Managing strategies in a telework environment

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Team Building with True Colors (8-Hours)

This half-day True Colors Workshop is a personality inventory system that uses colors as metaphors for understanding human characteristics. By using colors to identify personality types, you will have at your disposal a quick and fun way to better understand coworkers. This is a great tool with which to support professional relationships through better communication and respect for people's uniqueness. The True Colors methodology has helped millions of people find personal and professional success and dramatically improve their interpersonal relationships in these areas and beyond.

The core of the True Colors methodology identifies intrinsic values, motivations, self-esteem, sources of dignity and worthiness, causes of stress, communication styles, listening styles, non-verbal responses, language patterns, social skills, learning styles, environmental motivators, cultural appeal, negative mental states, relationship orientation, and ethical behaviors.

During the program, employees will learn:

- Increased understanding of self and others.
- Expanded appreciation for valuing differences.
- Communication skill-building and techniques to use in communicating with colleagues in the workplace.
- Avenues for a more harmonious, productive environment.
- A universal language that accelerates problem solving, increases trust, and reduces conflict.

Interactive session to include:

- Small group exercises using the True Colors methodology and other experiential exercises we will design and deploy based upon and tailored to the needs of your organization.

Course Outline

- Overview of True Colors Methodology & History
- True Colors Assessment
- Building Trust
- Characteristics of Colors When in Conflict
- Characteristics of a Faded Color
- Valuing Diversity
- Communicating Effectively
- Small group exercises and role play
- Videos reinforcing understanding of True Colors

Course facilitated by a Master Facilitator and Certified True Colors Trainer with more than 25 years of experience working with instructional design and customized training engagements for organizations seeking to create, implement and manage pivotal culture change.



EEO and Sexual Harassment (4-Hours)

This half-day workshop will empower Managers, Supervisors, Professionals and Administrative staff to handle the challenges of today's workplace by learning to identify and address issues surrounding discrimination and harassment. The workshop will also include information on cultural and generational differences, and communication skills to deescalate and improve interpersonal issues.

OVERVIEW

Through interactive discussions, role-play, and videos, participants will learn to:

- To provide practical skills to help employees create a respectful and inclusive workplace, free from discrimination and harassment.
- To help employees recognize these harassment and discrimination situations and take steps to respond to them in an appropriate and urgent manner.

During the program, employees will learn:

- How to identify the key actions required in the prevention of harassment (sexual and non-sexual).
- Explain the numerous responsibilities of a supervisors and managers play in the EEO Complaint Process and in maintaining a "workplace free of employment discrimination."
- Maintain effective communication to better facilitate employee relations.
- The basic provisions of the NO FEAR Act.
- How to encourage Workplace Respect by understanding and respecting differences.

Course Outline

- Overview of EEO and Sexual Harassment
- Laws and regulations
- Case studies
- Group discussions
- Small group exercises and role play
- Videos on importance of EEO topics covered

Course facilitated by a Master Facilitator with more than 25 years of experience working with instructional design and customized training engagements for organizations seeking to create, implement and manage pivotal culture change.



Facilitation Services (Train the Trainer)

Our technical approach for facilitation services will be based on a sound and proven methodology. This methodology has been successfully utilized in the past by our Team in performing a broad range of facilitation and organizational development engagements for federal and state and local governments. As identified below, our overall approach for conducting Facilitation engagements will be comprised of the following three phases:

- Phase – I: Planning and Discovery
- Phase- II: Facilitation of Sessions and Data Assessment
- Phase – III: Reporting

OVERVIEW

The degree of success in accomplishing the objectives of a facilitation engagement depends significantly on our understanding of the overall mission of the organization; its purpose, scope, and objectives; its regulatory mandates; its operating environment; as well as the operating structure and dynamics of the organization. This success is also dependent on having an understanding of the operating environment and the best facilitation techniques to be used to gather information about the prevailing issues.

Outline of Process:

Phase I: Develop a customized work plan that focuses on the most efficient way to accomplish the stated objectives.

Phase II: Conduct the various facilitation sessions, in accordance with the timeline identified in our work plan, and consistent with the requirements of the statement of work. This phase will incorporate the utilization of various methodologies to ensure that adequate data is obtained and analyzed, as the basis for any resulting action plan

Phase III: Upon completion of the retreat, the facilitator prepares a report, which shall include, but not be limited to a summary of all proceedings, identification of all action items, to include the person responsible for ensuring the accomplishment of those items; and a timeline and schedule.

Facilitation Process

- Planning and Discovery
- Facilitation of Sessions and Data Assessment
- Documenting the results of the workshop and providing client with a draft report and recommendations.

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Executive Coaching (12-Hours over 30-days)

Personalized executive Coaching services are available to assist employees with their career development. To assist them in reaching their highest potential, this session deploys the following executive coaching work process, which can be amended based on your preferences:

- Phase I -Discovery: Conducting an introductory meeting to obtain, review and analyze requested background data to become more familiar with your challenges, issues, and priorities.
- Phase II - Design: Constructing a detailed work focused on assisting with overcoming the obstacles/challenges as well as assisting with strategies to achieving desired outcomes you described;
- Phase III - Deployment: Executing a customized Charter and coaching work plan including utilization of additional assessment/coaching tools (if required) as well as conducting confidential pre-defined face-to-face meetings and conference calls (as needed/required); and
- Phase IV - Evaluation: Conducting interim check-ins to evaluate and assess the effectiveness of the coaching and adjust/refine the coaching plan, as needed.

Participants will receive assistance in:

- Establishing and taking action towards achieving the business unit goals you discussed.
- Delegating more effectively to your team and the organization as a whole.
- Taking greater responsibility and accountability for actions and commitments.

In summary, our executive coaching approach will serve as a neutral sounding board to discuss challenges, opportunities and provide “a road map” for you. Our approach will allow you to step away from day-to-day routine and effectively strategize on how to reach beyond current circumstances and plan for future success.

Executive Coaching

- Planning and Discovery
- Design of individual development plan
- Evaluation of effectiveness of the coaching, making adjustments as necessary.

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