STRATEGIC INITIATIVES CONSULTING GROUP, LLC

Catalog of Services

STRATEGIC INITIATIVES CONSULTING GROUP, LLC

| Home | Services | Team | Clients | Mission | Contact |

Management/Organizational Development, Training and Human Resource Management Consulting to **Maximize your Organization!**

- Strategy
- Tactics
- Action
- Results

Organizational Development

Navigating Through All Aspects of Change in Your Organization

Organizational Assessment & Culture Change
Teambuilding
Merger & Acquisition Support
Succession Planning
Visioning and Strategic Planning
Reengineering & Process Improvement
Organizational Design & Role Clarification

Management & Skill Development

Building Competencies to Meet Current & Future Challenges

Communication Skills Training Courses
Management Skills Training Courses
Professional Skills Training Courses
Customized Training
Executive Coaching
Competency Development
Myers-Briggs Type Indicator

Human Resources & Management Support

Adding Value to Your Planning and Implementation Efforts

Performance Management
360 Assessment
Career Management Strategies
Employees Relations Support
Human Resource Planning & Support
Project Management & Lead Support
Focus Groups

GSA

Greenville, Delaware   (302) 622-9610   www.sicgweb.com

STRATEGIC INITIATIVES CONSULTING GROUP, LLC

General Services Administration

Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*™, a menu-driven database system. The Internet address for *GSA Advantage!*™ is: http://www.gsaadvantage.gov.

CONTRACT NUMBER: GS-10F-0054M

CONTRACT PERIOD: Nov 15, 2001 through Nov 14, 2021

CONTRACTOR: Strategic Initiatives Consulting Group, LLC
                     8 Doe's Lane
                     Greenville, Delaware 19807
                     Phone: 302-622-9610
                     Fax: 302-622-8640
                     Email: phiggins@sicgweb.com
                     Website: www.sicgweb.com
                     Contact: Pauline Higgins

BUSINESS SIZE: Small, Woman-Owned

For more information on ordering from Federal Supply Schedules, go to the GSA Schedules home page at:
http://www.gsa.gov/schedules.

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The *Training Catalog* contains course descriptions, target audience, course duration, course objectives, and expected outcomes for each of the over 40 courses offered.

COMPANY OVERVIEW

Strategic Initiatives Consulting Group, LLC has been providing outstanding consulting services and training to a variety of for-profit, not-for-profit and federal and state government agencies across the nation and internationally since 1998. Our consultants have held a wide array of senior management positions in Fortune 500 firms prior to working as external practitioners. All are degreed in their field and have extensive experience in their specialty area. Because we practice a culture of continuous learning and improvement, our senior consultants are active members in professional organizations such as the American Society for Training and Development (ASTD) and other professional groups. This ensures that our team provides our clients with experience and first-hand knowledge of new trends in commercial and government best practices.

Our goal is to design and deliver high-quality products and services which assist you to meet the specific needs of your organization. Our senior consultants are selected based upon the area of expertise required for each assignment. We have a proven track record of success in advising and guiding clients through periods of dramatic organizational change as well as providing agencies and firms with customized management and professional skills training programs. Contact us today to request a consultation regarding your organizational management needs.

CUSTOMER INFORMATION

1a.   AWARDED SPECIAL ITEM NUMBERS:

SIN	DESCRIPTION
SIN 874-1:	Integrated Consulting Services:
SIN 874 1RC:	Integrated Consultation Services, Disaster Purchasing Program
SIN 874-4:	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships
SIN 874 4RC:	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships, Disaster Purchasing Program
100 03:	Ancillary Supplies and/or Services
100 03 RC	Ancillary Supplies and/or Services, Disaster Purchasing Program
SIN 874-6:	Acquisition Management Support
SIN 874 6RC:	Acquisition Management Support, Disaster Purchasing Program
SIN 874-7:	Integrated Business Program Support Services
SIN 874 7RC:	Integrated Business Program Support Services, Disaster Purchasing Program

1b.   Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). SICG consultant rates are the same for any of our services since we only employ senior level consultants. See *Awarded Special Item Summary* on Page 7.

1c.   HOURLY RATES: SICG consultant rates are the same for any of our services since we only employ senior level consultants. See *Awarded Special Item Summary* on Page 7.

2.   MAXIMUM ORDER: $1,000,000.

3.   MINIMUM ORDER: $100.

4.   GEOGRAPHIC COVERAGE (Delivery Area):   Worldwide

5.   POINT OF PRODUCTION: Greenville, Delaware.

6.   DISCOUNT FROM LIST PRICES: All prices listed are net prices.

7.   QUANTITY DISCOUNTS:

Continuous Service Discount - Senior Consultant Rate (SIN 874-1, 874-4, 874-6 and 874-7):					
Number of Days	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1 – 15	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63
16 - 30	$2,538.88	$2,589.66	$2,641.45	$2,694.28	$2,748.17
31 and above	$2,308.08	$2,354.24	$2,401.32	$2,449.35	$2,498.34

8.   PROMPT PAYMENT TERMS: No special discount is offered for prompt payment. Payment terms are net 30 days.

9a.   Government purchase cards are accepted at or below the micro-purchase threshold.

9b.   Government purchase cards are not accepted above the micro-purchased threshold.

10.   FOREIGN ITEMS: Not applicable.

11a.   TIME OF DELIVERY: Specified based on the task order.

11b.   EXPEDITED DELIVERY: Determined on a task order basis.

11c.   OVERNIGHT and 2-DAY DELIVERY: Determined on a task order basis.

11d.   URGENT REQUIREMENTS: Determined on a task order basis.

12.   F.O.B. POINT(S):   Determined on a task order basis.

13a.   ORDERING ADDRESS:

Pauline Higgins, President
Strategic Initiatives Consulting Group, LLC
8 Doe's Lane
Greenville, Delaware 19807
Phone: 302-622-9610
Fax: 302-622-8640
Email: phiggins@sicgweb.com

13b.   ORDERING PROCEDURES:
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3. A sample BPA can be found at the GSA Schedule homepage at http://www.gsa.gov/schedules.

14.   PAYMENT ADDRESSES:

ACH Payments   Payments via Check/U.S. Mail
Available upon request   Pauline Higgins, President
                                                Strategic Initiatives Consulting Group, LLC
                                                8 Doe's Lane

Greenville, Delaware 19807
Phone: 302-622-9610
Fax: 302-622-8640
Email: phiggins@sicgweb.com

15.   WARRANTY PROVISION: Not applicable.

16.   EXPORT PACKING CHARGES: Not applicable.

17.   TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARDS: Government purchase cards are not accepted above the micro-purchase threshold. Bank account information for wire transfer payments will be shown on the invoices.

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 LIST 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: Not applicable.

24b. SECTION 508:   Not applicable.

25.   DATA UNIVERSIAL NUMBERING SYSTEM (DUNS) NUMBER: 15-159-6975

26.   SAM Registration: Current

SCA APPLICABILITY STATEMENT:

The Service Contract Act (SCA) is applicable to this contract and as it applies to the entire 00CORP The Professional Services Schedule 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 29CRF 5413.300), 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 applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.

AWARDED SPECIAL ITEM NUMBERS PRICE LIST SUMMARY

PRICING SCHEDULE					
FOR					
STRATEGIC INTIATIVES CONSULTING GROUP					
Contract #GS-10F-0054M					
CONTRACT PERIODS	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
			PROJECTED*		
	11/15/16 - 11/14/17	11/15/17 - 11/14/18	11/15/18 - 11/14/19	11/15/19 - 11/14/20	11/15/20 - 11/14/21

LABOR CATEGORIES for SIN 874-1, 874-4, 874-6 and 874-7

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Hourly Rate	$324.57	$331.07	$337.69	$344.44	$351.33
Daily Rate	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63

TRAINING SERVICES - SIN 874-4

Course Development & Test Administration:

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Hourly Rate	$324.57	$331.07	$337.69	$344.44	$351.33
Daily Rate	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63

Instructor Led Training

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1-Day Programs	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63
3-Day Programs	$7,789.75	$7,945.55	$8,104.46	$8,266.55	$8,431.88
5-Day Programs	$12,982.91	$13,242.56	$13,507.42	$13,777.56	$14,053.12

ANCILLARY SUPPLIES AND/OR SERVICES - SIN 100-03

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Workbooks	$12.70	$12.95	$13.21	$13.48	$13.75
Long Form MBTI	$103.87	$105.94	$108.06	$110.22	$112.43

Continuous Service Discount - Senior Consultant Rate (SIN 874-1, 874-4, 874-6 and 874-7):

Number of Days	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1 – 15	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63
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31 and above	$2,308.08	$2,354.24	$2,401.32	$2,449.35	$2,498.34

LABOR CATEGORIES DESCRIPTION

SENIOR EXECUTIVE CONSULTANT

Minimum General Experience:

Our consultants have held a wide array of senior management positions in Fortune 500 firms prior to working as external practitioners. Each holds an undergraduate degree; many have graduate degrees, and all have at least ten years' experience in their specialty area. Because we practice a culture of continuous learning and improvement, our senior consultants are active members in professional organizations such as the American Society for Training and Development (ASTD) and other groups to ensure our team provides clients couples their experience with first-hand knowledge of new trends in commercial and government best practices.

Functional Responsibilities:

Consults with all SICG clients to develop solutions, recommend solutions and assist with the orchestration of outcomes based on their unique organizational challenges. Utilizes their knowledge and extensive experience in the field of Organizational Development and/or Training and Development to support the efforts of SICG clients, based on each individual assignment. Sample areas of expertise that may be required based on assignment:

- Strategic, business and action planning
- Systems alignment
- Performance measures and indicators
- Leadership systems
- High performance work
- Process and productivity improvement
- Organizational assessments
- Training and Development

Minimum Education/Training:

- Bachelor's Degree in Business Administration, Accounting, Human Resources, Finance, Marketing, Information Technology or some other discipline relevant to project assignment
- Graduate Degree in Business or some other discipline relevant to project assignments, preferred
- Extensive experience as a professional Trainer

INTEGRATED CONSULTING SERVICES
SIN 874-1 and SIN 874-1RC

Our consultants provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203

Our goal is to design and deliver high-quality products and services which help you meet the specific needs of your organization. Our senior consultants are selected based upon the area of expertise required for each assignment. We have a proven track record of success in advising and guiding clients through periods of dramatic organizational change as well as providing agencies and firms with customized management and professional skills training programs. Contact us today to request a consultation regarding your organizational management need.

The table below provides a brief descriptive summary of the types of consulting services Strategic Initiatives Consulting Group provide to our GSA clients.

CONSULTING SERVICES	
TYPE	DESCRIPTION
Change Management	We assist in change efforts on a large or small scale by providing counsel, guidance, and expertise in helping management identify potential problem areas and orchestrate a coordinated, effective change effort.
Competency Development	Strategic Initiatives Consulting Group works with the senior leadership of an organization to identify the critical competencies needed for their organization's short and long-term success. Our level of involvement in the process is based on the scale and needs of the organization.

CONSULTING SERVICES	
TYPE	**DESCRIPTION**
Conflict Resolution	During the course of every team's development, conflicts arise. If there is no opportunity for the source of the conflict to be discussed and resolved, it can be a major obstacle to productivity and teamwork. Conflicts may also arise if there are inter- or intra-departmental issues that are obstacles to the team. During the course of every team's development, conflicts arise. If there is no opportunity for the source of the conflict to be discussed and resolved, it can be a major obstacle to productivity and teamwork. Conflicts may also arise if there are inter- or intra-departmental issues that are obstacles to the team.
Customer Service Strategies	We evaluate the effectiveness of your existing programs by designing a package of survey and facilitation services that can be used to obtain information from your customers, employees or clientsin groups and/or individually. This data is then analyzed and evaluated to provide you with recommendations regarding how your organization may better align or develop its resources to increase the efficacy of the services provided to your customers or constituents.
Customized Management & Skills Training Programs	We have the ability to customize each program based on your organization's objectives, business culture, or specific training objectives and will work with you in design a delivery plan that maximizes the cohesion and efficacy of your organization, department or work team.
Focus Group Facilitation	Focus groups are an excellent way to get feedback from large groups of people over a short period of time. We will help you design the questions to be asked, design the meeting, and facilitate focus groups as needed.
Leadership & Management Surveys	SICG professionals can conduct a battery of surveys along with 360-degree feedback and Myers-Briggs to identify areas of development, and provide coaching for improvement. For high potential executives we offer additional services to accelerate their development.
Meeting Facilitation	SICG will assist the facilitation of various types of meetings, including strategic planning sessions, problem solving and implementation strategy meetings.
Myers-Briggs Personality Profiling	We are certified in Myers-Briggs Personality Type Profiling and will work with teams to use this information in many contexts to assist with interpersonal issues.
New Manager Assimilation	New Manager Assimilation is a meeting that enables the entire team to work together and establish new approaches to the work, while getting to know the new leader in a safe

CONSULTING SERVICES	
TYPE	**DESCRIPTION**
	environment.
Organizational Assessments	This is process is a method to find out "how things are going" directly from the employees. This "temperature check" allows management to quickly identify issues brewing among your employee base long before they become costly problems. Data is collected in a safe environment, consolidated into trends, and then shared openly and honestly with leadership.
Organizational Design	We can assist by evaluating the effectiveness of your current organizational structure and processes and make recommendations to maximize efficiencies at all levels. We also can assist in the creation of new structures, job responsibilities and their implementation.
Problem Solving	Specific, work-related issues also can emerge as feedback to management, or as obstacles to the team's productivity. Strategic Initiatives Consulting Group works with management to determine the root causes of issues and develop step-by-step action plans for resolution by working with teams and individual leaders to ensure creative solutions are found and plans are put in place to implement them.
Process Re-engineering	We evaluate your organization's goals and objectivesto determine the most effective processes needed to help meet those goals. We'll work with you and your managers to design new, more efficient processes as well as create and implement them with your team to ensure your enterprise's success.
Productivity Evaluation	We analyze the productivity of a wide range of areas to benchmark success rates and develop actions for improvement. Areas analyzed potentially include, business locations, families of businesses, brands, marketing procedures, customer categories, and corporate communications. We analyze and review organizational structures and identify subsequent efficiencies. We determine the effectiveness of your current processes and recommend changes to maximize effectiveness.
Program Audits and Evaluations	Similar to Productivity Evaluation, Strategic Initiatives Consulting Group analyzes the productivity of your organization's existing or proposed client programs. We benchmark success rates and work with you, based upon our expertise, to develop actions for improvement to reach expected outcomes and operational goals.

CONSULTING SERVICES	
TYPE	DESCRIPTION
Reorganization Strategies	We evaluate and determine if the current organization is effective and has maximized efficiencies at all levels. We develop recommendations, create new structures, job responsibilities and ultimately assist in the implementation of the new organization.
Role Clarification	During a team or department's development it sometimes becomes necessary to clarify or change roles within the group. When new members are added, or many changes have occurred, role clarification is often required to enhance the team's productivity. Our process assists this effort.
Succession Planning	Strategic Initiatives Consulting Group can assist your organization in designing an assessment process to identify and develop current and future leadership. By using this process, you will be able to quickly identify the skills, abilities and developmental needs of your organization. This information is then used to build the critical bench strength necessary to achieve your business strategy for the future.
Tactical Planning	We'll help your organization create tactical plans and develop operating principles that can be used as a guide to monitor team performance. We will assist in the creation of short and long range plans to achieve organizational success.
Team Building	A Team building is a facilitated off-site meeting that is conducted to discuss the issues openly and resolve them, after honest feedback has been collected.
Work Re-design	The actual tasks being accomplished by the team can often result in areas for concern. A facilitated meeting allows the team would to work together and take a "blank slate" approach to the work of the department and suggest improved processes.
Visioning and Strategic Planning	Strategic Initiatives Consulting Group will provide its expertise to help you develop or re-examine your organization's vision, mission and operating principles. We'll assist in the creation of short and long range plans to achieve organizational success. Our visioning and strategic planning sessions capture the collective knowledge of your team to identify upcoming issues that will affect your business and create an Action Plan to address the needs of the business.

TRAINING SERVICES:
874-4 and 874-4RC

Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

Course Design

We have a large selection of instructor-led training programs from which to choose that have been proven successful in many private corporations and state and federal government entities. Our programs have been created by professionals with over 20 years of design and delivery experience. Strategic Initiatives Consulting Group staff will customizethe training courses and administer tests based on the unique needs of your organization. Our staff professionals will create a high quality training plan based on your organization's objectives, culture, and specific training objectives. Each course is facilitated by one or more of our senior executive consultants. Our courses are highly interactive and provide a variety of methods to reinforce the learning objectives. The delivery methods utilized include the following:

- Structured experiences
- Case studies
- Simulations
- Questionnaires
- Role-playing
- Videos
- Group discussion
- Games

We offer our clients over 40 training coursesfrom which to choose from. Courses are divided into three categories:

Communication Skills

Management Skills

Professional Skills

Detailed descriptions for each of our courses may be found in our *Training Catalog* contained in this document on page 17.

ANCILLARY SUPPLIES AND/OR SERVICES
100 03 and 100 03RC :

Support materials for the training classes outlined above are training manuals that provide participants with the skill information covered in each class, and any handouts necessary to conduct the class. Myers-Briggs related classes require participants to fill out and submit a Myers-Briggs Type Indicator profile to indicate their style.

Orders for these items are filled and shipped to the GSA client in advance of implementing the prescribed training plan.

SUPPORT PRODUCTS	
ITEM/PRODUCT	GSA AWARDED PRICE
Training Workbooks	$11.28/Each
Long Form Myers-Briggs Type Indicator	$92.25/Each

ACQUISITION MANAGEMENT SUPPORT

SIN 874-6 and SIN 874-6RC

SICG provides professional support services to agencies in conducting federal acquisition management activities. Services covered by this SIN are: acquisition planning assistance, including market research and recommending procurement strategy: acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, price negotiation memoranda, etc.: expert assistance in supporting proposal evaluations, including price/cost analysis or technical proposal analysis: contract administration support services, including assistance with reviewing contractor performance, developing contract modifications, and investigating reports of contract discrepancies: contract close-out assistance; Competitive Sourcing support, including OMB Circular A-76 studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform (FAIR) Act studies.

ACQUISITION MANAGEMENT SUPPORT	
TYPE	DESCRIPTION
Strategic, Tactical and Operational Planning Support	We have experience leading businesses through dramatic change, including growth initiatives and operations planning support. We are experienced in conducting assessments and studies of potential privatization initiatives and well as hands on implementation.

INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES
874-7 and 874-7RC

SICG provides services to assist agencies in managing their mission-oriented business projects or programs and achieving mission performance goals. Services covered by this SIN include:
- All phases of program or project management, from planning to closeout
- Operational/administrative business support services in order to carry out program objectives

PROGRAM & PROJECT MANAGEMENT SERVICES	
TYPE	DESCRIPTION
Operational Program Oversight	The regular review and evaluation of operational programs and procedures plays a central role in ensuring the efficient functioning of mission critical programs. Strategic Initiatives Consulting Group assists management with the assessment, problem solving, development of correction and/or enhancement plans, and implementation of those plans on an as needed basis.
Operational Program Integration	Synergy and program integration are vital to the efficacy of large organizational units. SICG can provide the expertise needed to help agencies evaluate and/or implement action plans which ensure integration of their multiple operational programs.
Operational Program Management	Strategic Initiatives Consulting Group can assist your organization in any of these areas: Evaluation, coordination, research, analysis, and development of action plans or with the execution of current or prospective programs.
Operational Project Management	Project Management is involves the discipline of planning, organizing, securing and managing human, financial and operational resources to achieve your agency's mission and vision, while responding to the external and internal factors which advance or hinder your goals. Strategic Initiatives Consulting Group can play an active role helping you: Evaluate, coordinate, research, analyze, or develop action plans; we can also assist with execution of project implementation.

Strategic Initiatives Consulting Group, LLC

Catalog of Training and Talent Development Programs

Greenville, Delaware   (302) 622-9610   www.sicgweb.com

"Working with people is an art form, not a science. In order to interact effectively with people, it is important to develop your skills; and then practice with an open mind to fine tune your instincts and enable you to adjust based on the individual".

- Pauline Higgins – CEO and Founder - SICG

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Description of Training Courses:

Communication Skills

Management Skills

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Training Services Overview

Overview of Standard SICG Courses:

We have a large selection of instructor-led training programs from which to choose that have been proven successful in many private corporations and state and federal government agencies. Our programs were created by professionals with over 20 years of design and delivery experience.

Overview of Customized SICG Courses:

Strategic Initiatives Consulting Group staff can customize any training course or set of programs you select and administer tests based on the unique needs of your organization. Our staff will work with you to create a high quality training plan based on your organization's objectives, culture, and specific training objectives. Each course is facilitated by one or more of our senior executive consultants. Our training programs are highly interactive and use a variety of methods to reinforce the learning objectives. Examples of the delivery methods utilized include the following:

- Structured Experiences
- Case Studies
- Questionnaires
- Games

- Role-Playing
- Videos/Film
- Group Discussion
- Simulations

Company Overview

Strategic Initiatives Consulting Group, LLC has been providing outstanding training and management consulting services to a variety of for-profit, not-for-profit and federal and state government agencies across the nation and internationally since 1998. Our consultants have held a wide array of senior management positions in Fortune 500 firms prior to working as external practitioners. All are degreed in their field and have at least ten years experience in their specialty area. Because we practice a culture of continuous learning and improvement, our senior consultants are active members in professional organizations such as the American Society for Training and Development (ASTD) and other professional groups. This ensures that our team provides our clients with experience and first-hand knowledge of new trends in commercial and government best practices.

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PRICING SCHEDULE
FOR
STRATEGIC INTIATIVES CONSULTING GROUP
Contract #GS-10F-0054M

CONTRACT PERIODS	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
			PROJECTED*		
	11/15/16 - 11/14/17	11/15/17 - 11/14/18	11/15/18 - 11/14/19	11/15/19 - 11/14/20	11/15/20 - 11/14/21

LABOR CATEGORIES for SIN 874-1, 874-4, 874-6 and 874-7

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Hourly Rate	$324.57	$331.07	$337.69	$344.44	$351.33
Daily Rate	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63

TRAINING SERVICES - SIN 874-4

Course Development & Test Administration:

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Hourly Rate	$324.57	$331.07	$337.69	$344.44	$351.33
Daily Rate	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63

Instructor Led Training

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1-Day Programs	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63
3-Day Programs	$7,789.75	$7,945.55	$8,104.46	$8,266.55	$8,431.88
5-Day Programs	$12,982.91	$13,242.56	$13,507.42	$13,777.56	$14,053.12

ANCILLARY SUPPLIES AND/OR SERVICES - SIN 100-03

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Workbooks	$12.70	$12.95	$13.21	$13.48	$13.75
Long Form MBTI	$103.87	$105.94	$108.06	$110.22	$112.43

Continuous Service Discount - Senior Consultant Rate (SIN 874-1, 874-4, 874-6 and 874-7):

Number of Days	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1 – 15	$2,596.58	$2,648.52	$2,701.49	$2,755.52	$2,810.63
16 - 30	$2,538.88	$2,589.66	$2,641.45	$2,694.28	$2,748.17
31 and above	$2,308.08	$2,354.24	$2,401.32	$2,449.35	$2,498.34

Communication Skills

Communication Skills
Active Listening

"Most people do not listen with the intent to understand; they listen with the intent to reply." Stephen R. Covey

Have you ever wondered after the end of a long meeting if anyone actually *heard* what was said? Often workplace demands and personal pressures can prevent co-workers from being fully engaged in the task or subject being communicated in the present. This can lead to misunderstandings, low productivity or time wasted spent on needles repetition and follow-up.

Knowledge and practice of Active Listening techniques can assist interactions at all levels in an organization. It enables individuals to identify the conscious and unintended cues that others send and can provide opportunities to increase effective communication – both formally and informally.

This course focuses on the listening skills that are used in professional and personal situations. These skills are fundamental to successful communication and management. Significant class time is spent on individual and group practice.

Target Audience: All employees

Duration: One day

Course Objectives:

Participants will be able to:
- Identify the major barriers to communication and apply methods to overcome them.
- Identify the major barriers to effective communication.
- Identify when to use the listening skills in various organizational situations.
- Demonstrate active listening skills in a variety of circumstances.
- Receive feedback constructively.

Communication Skills
Assertion Skills

"The basic difference between being assertive and being aggressive is how our words and behavior affect the rights and well being of others." - Sharon Anthony Bower

People in organizations are called upon to communicate in many different ways. Often we do not understand the impact our words have on others. This detracts from our ability to interact effectively and influence others.

The skill of being able to share a vision with a team of employees one moment, then demonstrate empathy or provide directives during an individual employee discussion shortly after, is a key skill all managers must possess. Being able to confidently and appropriately assert your request or opinion is an essential communication tool at any level in an organization.

This course focuses on identifying the four styles of communication: Passive, Aggressive, Passive-Aggressive, and Assertive. It helps participants identify the attributes of each style and focuses on building assertion skills to enable participants to better communicate their wants and needs. The course also explores how to offer compromises and set appropriate limits with others.   Considerable time is spent on practice.

Target Audience: All employees

Duration: One day

Course Objectives:

Participants will be able to:
- Gain insight into the communication styles their behavior exhibits and its impact on others.
- Describe what assertion is and when it is appropriate to use these skills.
- Demonstrate the four assertion techniques.
- Give feedback in a manner that increases performance and motivation.
- Practice skills using job-related role-play situations.

Communication Skills
Conflict Management

"Conflict cannot survive without your participation."   – Wayne Dyer

The ability to build relationships with peers to ensure cooperation and collaboration is critical to the success at any level in an organization. Conflict is a fact of life. We know this, but we are nevertheless troubled or riled when conflict occurs; especially in the workplace. The ability to get results through the efforts of others, even those hostile to us is the challenge of leadership. Regardless of what position you hold within the organization, all professionals need to know how to effectively and appropriately deal with conflict.

This workshop focuses on how to constructively manage interpersonal differences while maintaining the quality of the relationship. Participants will have the opportunity to determine their primary style of interaction during a conflict and determine if they need to make style adjustments to be more effective.

This highly participative course allows participants to practice the skill sets in numerous ways and receive feedback along the way.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify and develop their conflict management style.
- Use conflict resolution skills in multiple scenarios.
- Identify the stages of conflict, the awareness of group dynamics that can cripple team effectiveness, and how to build a positive approach to conflict.
- Specify techniques to effectively identify and diagnose the root cause of a problem.
- Determine which communication mode or modes are being used, based on examples of verbal and nonverbal behavior.
- Use the most appropriate assertive communication technique to negotiate a preferred outcome in a given scenario.
- Gain the required information in a given situation to diagnose and identify core differences.
- Create win/win alternatives and apply an interpersonal problem-solving process.

Communication Skills

Dynamics of Effective Communication

"The single biggest problem with communication is the illusion that it has taken place." – George Bernard Shaw

The world around us continues to deliver ever-increasing opportunities to interact with a diverse population and communicate in multiple ways. This presents options for greater productivity and the potential for increased misunderstanding. Often we believe we are being clear, but we are not.   Our environment demands that each person understand the nature of effective communication and to possess the skills necessary to address any situation that may arise between people.

This highly interactive one-day course will provide you with an opportunity to take a step back and look at your style of communication to determine how to enhance it. In addition, you will be able to understand the elements of communication that determine whether you are conveying an accurate message or creating an opportunity for friction. The design will allow you to learn from others and practice these essential skills using activities, games, role-plays and discussion.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

   Participants will be able to:
   - Understand the dynamics of communication and assess current skills
   - Effectively give and receive feedback to enhance skill development and to build effective work relationships
   - Understand how to use communication to bridge the gap when issues arise that are based on differences among people
   - Play an active role in listening and to increase their abilities in comprehension
   - Gain insight into how their communication style may be perceived in the organization
   - Identify ways to influence others by communicating effectively
   - Practice skills to communicate clearly

Communication Skills
Influence and Negotiation Skills

My father said: "You must never try to make all the money that's in a deal. Let the other fellow make some money too, because if you have a reputation for always making all the money, you won't have many deals. - J. Paul Getty

For any organization to continue to exhibit excellence, effective leadership must exist at all levels. In this course, participants will explore the skills to use to inspire action and "get the job done" through others. By applying effective influence skills, it is possible to motivate others to action without a direct reporting line.

This highly interactive course will provide the opportunity to practice and enhance your influence and negotiation skills and discover how you can apply these skills to your current role in the organization. These techniques are easily transferable and can also be applied in other areas of your life when attempting to influence others. You will receive feedback on the effectiveness of your current style and skills in multiple ways throughout the program.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
-   Use knowledge and competence to influence others
-   Define desired outcomes for win-win results
-   Use effective approaches to persuade others to act
-   Assess their current influence style and areas for development
-   Understand and practice effective communication skills when influencing others
-   Assess the components of trust and agreement in a situation and choose an appropriate a plan of action
-   Achieve goals by enhancing trust and cooperation
-   Understand and apply the techniques of collaboration
-   Effectively deal with challenging behavior to overcome resistance

Communication Skills
Intergenerational Communication

"Age is not a particularly interesting subject. Anyone can get old. All you have to do is live long enough." - Groucho Marx

Well, despite what Groucho may have said, communication between generations in the workplace can be not only interesting, but particularly challenging because of fundamental value differences between individuals based on their generation. Understanding these values, without adding a layer of judgment, can ensure that teams comprised of members from every generation can meld together to create the best possible outcome.

The training program provides information on all four generations present in the workplace today and explores the diverse beliefs and behaviors exhibited by each. Participants will also have the opportunity to experience communication between generations and practice skills. The course is highly interactive and incorporates many structured learning exercises.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Understand research regarding the different generations and what we can learn and apply about the differences
- Develop strategies to communicate more effectively with people of various ages.
- Differentiate between the generations in order to understand different perspectives
- Identify how personal value systems affect organizations.
- Identify differences in value systems that can cause conflict among the generations
- Develop strategies to communicate more effectively with people of various ages

Communication Skills
Presentation Skills

"There are always three speeches, for every one you actually gave. The one you practiced, the one you gave, and the one you wish you gave." – Dale Carnegie

The ability to speak spontaneously in front of a group or give a planned talk before a large or small audience is a critical skill; and one that creates nervous anxiety for many.

Participants will explore the most effective way to plan, build and deliver an effective presentation. Skills are built throughout the class in a manner that enables participants to develop the skills effectively and lessen the fear and anxiety that many people experience in public speaking. Various techniques for spontaneous and planned speaking are utilized. Participants will practice job related presentations and receive private coaching to increase their confidence level. Practice presentations are videotaped and analyzed to give individualized feedback to enhance the learning experience.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Express information to individuals or groups effectively, taking into account the audience and nature of the information
- Understand how to make clear and convincing presentations
- Prepare an effective presentation by organizing key points into a coherent story
- Practice presentations and receive individualized feedback
- Create engaging openings and closings
- Build rapport through eye contact, vocal delivery and body language
- Capture and maintain audience attention

Communication Skills
Written Communication Skills

"You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere." — Lee Iacocca

The ability to write clearly, concisely, and accurately in order to convey your message effectively is a critical skill. On a regular basis, we are bombarded with information from many different sources.   Written communication that is not logical or has multiple mistakes will not catch our attention and therefore, will not have the desired impact.

Through energizing activities and hands-on practice, participants in this course will learn how to: clearly and convincingly organize and present ideas; avoid common grammar, spelling, and punctuation mistakes. They will also be able to use proofreading techniques to ensure an error-free final product and apply effective writing skills to e-mail correspondence.

The course has been designed to allow participants to learn from others and practice these essential skills using activities, games, and discussion.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Organize writing to improve readability, flow, and comprehension
- Eliminate wordiness
- Use appropriate vocabulary
- Avoid passive voice, unless appropriate
- Recognize and use correct English grammar, punctuation, and spelling.
- Communicate written information in a succinct and organized manner.
- Produce written information, which may include technical material that is appropriate for the recipient.
- Use outlining tools to identify key topics and subtopics.

   • Provide pertinent information to readers.

Management Skills

Management Skills

Behavioral Interviewing

"Death will be a great relief. No more interviews."   -
Katharine Hepburn

As understandable as Ms. Hepburn's thoughts may be,
there are interviewing techniques that get to the heart of
issue and are very effective.

Ask yourself; is past performance a prediction of future
success? Not always, but knowing and employing
behavioral-based interviewing techniques allows
managers to glean whether current or prospective
employees have the critical competencies needed to successfully tackle the tasks that are important to you
and your team.

Familiarity with and use of behavioral-based interviewing techniques is considered an expected skill for
hiring managers. This course presents a systematic approach to planning and conducting interviews,
evaluating job applicants and making more effective selection decisions through the use of behavioral-
based interviewing techniques.

Target Audience: Any level in an organization with hiring responsibility

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Determine what interviewing behaviors support Equal Employment Opportunity.
- Identify the competencies of any job.
- Practice defining competencies for current positions.
- Describe the interview process.
- Identify the different kinds of questions used in interviewing and when to use them.
- Be able to write behavioral interview questions that will determine whether the candidate
  possesses the competencies for the position.
- Conduct a behavioral interview.
- Describe how to evaluate candidates.

Management Skills

Breakthrough Performance and Continuous Improvement

"Insanity is doing the same thing over and over again and expecting different results."   - Albert Einstein

Breakthrough performance requires creativity, experimentation, focus, and an eye toward continuous improvement to determine what opportunities are being missed to eliminate barriers and improve current methods. This course introduces the concept of breakthrough performance and explores new and better ways teams may accomplish existing tasks, while searching for new opportunities.

The participants will explore the characteristics of a high performance organization and the competencies required at an organizational and individual level to achieve high performance. They will examine the current competencies and organizational challenges and determine where the opportunity for improvement exists.

Target Audience: Any level in an organization with hiring responsibility

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
 - Speed up decisions and processes within your department or organization.
 - Provide management with the tools necessary to:
 - Apply tools to effectively identify opportunities to affect breakthrough performance.
 - Understand the steps necessary to implement changes to the status quo.
 - Stimulate their thinking related to the need for continuous improvement.
 - Apply techniques for breakthrough performance to determine an effective solution to an existing organizational issue.

Management Skills

Building Your Organization

"Why do anything unless it is going to be great?"
─ Peter Block

Building an organization requires the application of a sophisticated mix of competencies in communication, strategic planning, management of human resources, and the proper assessment of internal costs and external barriers. Managers involved in start-up operations or improving existing organizations are faced with the same tasks. Both circumstances require unique leadership skills and abilities to influence and direct people through change.

The training will introduce how to continually look for new and better ways to do existing tasks, while searching for new opportunities. This course will detail the steps required to assess organizational needs, determine required actions and navigate through a change.

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
  - Create vision, values and mission statements.
  - Write effective strategic goals.
  - Understand the structures that must be in place for an organization to succeed.
  - Evaluate your current or proposed systems to determine adequacy.
  - Determine the actions needed to improve staffing and employee skills.
  - Use a prescribed leadership model to lead your group.
  - Create an action plan to improve your organization.

Management Skills
Coaching and Counseling

"To handle yourself, use your head. To handle others, use your heart." – Eleanor Roosevelt

The empathetic and judicial use of coaching and counseling tools can increase the motivation and the resulting performance of those receiving feedback. Managers who offer timely and appropriate professional guidance can assist and empower employees in their own development.

This course focuses on developing the skills needed to provide successful on-the-job performance coaching to subordinates or mentees. Participants will practice how to tactfully provide feedback in a manner that can be understood and will drive motivation to change. They will also have the opportunity to develop and apply the skills necessary to enable staff to identify, understand, and resolve performance or interpersonal style issues.

Target Audience: Any level within an organization with coaching responsibility

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify when to use communication skills effectively.
- Give feedback in a manner that increases performance and motivation.
- Practice the skills of coaching and staff development
- Receive feedback to enhance leadership style and to provide targeted managerial support.
- Develop employee skills and competencies
- Utilize coaching skills to manage up the organization.
- Understand the communication process and its impact on performance and building a relationship of trust.
- Understand social intelligence and its link to building effective work relationships.
- Gain insight into their communication style and its impact on others.
- Deliver difficult feedback clearly and with tact.

Management Skills
Communication that Achieves Results

"If the only tool you have is a hammer, you tend to see every problem as a nail." – Abraham Maslow

People in leadership positions are called upon to communicate in many different ways. If a person does not understand the wide spectrum of individual styles and have a range of skills to effectively communicate despite differences, then miscommunication will be the result.
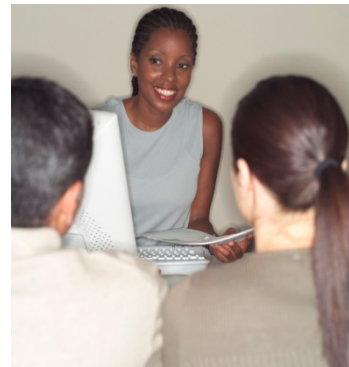
The skill of being able to share a vision with a team of employees one moment, and then demonstrate empathy during an individual employee discussion shortly after, is a key skill that all managers must possess. The ability to build relationships with peers to ensure cooperation and collaboration is equally as critical to the success of any leader. Achieving results through the efforts of others is the challenge of anyone in a leadership position.   Managers need to have the ability to communicate all levels of the organization. They also have an additional requirement to be exceptionally proficient in these skills to enable them to coach and mentor others when the need arises.

This course focuses on the underlying skills that are used for all types of leadership interactions. The skills covered in this course are fundamental to all forms of communication; however, the emphasis in this course will be learning and practicing these skills in a leadership role.

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
-   Gain insight into their own communication style and its impact on others
-   Give feedback in a manner that increases performance and motivation.
-   Develop skills to solicit feedback from employees to enhance leadership style and to provide targeted managerial support.
-   Understand the communication process and its impact on performance and building a relationship of trust.
-   Understand emotional intelligence and its link to building effective work relationships
-   Express needs and influence others.

Management Skills
Creating a High Performance Culture

"Never doubt that a small group of thoughtful, committed people can change the world. Indeed. It is the only thing that ever has." -- Margaret Mead

If people do not know what success looks like in an organization, it is difficult to achieve it. Building an organizational culture that correlates to the level of performance that you want your organization to achieve and identifying and communicating the core behaviors and skills that the organization values is critical to success.

This course is designed for participants at all levels of leadership to explore the elements of how to create and support a sustainable culture that consistently achieves objectives and is specific to the individual needs of an organization.

It is critical to help people understand what that the ideal culture looks like; therefore the course provides guidance on how to define a yardstick for success - the desired behavior toward the goal. In the management training, which will be conducted first, the managers are introduced to a competency model and have the opportunity to customize the competencies to fit the specific needs of their organization. The intention is for these competencies to be introduced in the employee session where the skill sets required to be successful are developed (see Creating a High Performance Culture – For Employees, p. 40).

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Define and understand the competencies required to adapt in your organizational environment.
- Understand the elements of an ideal culture for your organization and how to create a sustainable one.
- Inspire and motivate employees to meet high performance standards or to make other choices
- Hold employees accountable for their work and progress.
- Develop performance standards appropriately aligned with job duties, providing ratings that provide meaningful levels of distinction
- Develop coaching skills that are essential in guiding employees in the right direction and in assisting them with making tough decisions.
- Apply practical examples of how to handle performance management and motivational issues.

Management Skills
Delegating Effectively

"No person will make a great business who wants to do it all himself or get all the credit"
- Andrew Carnegie

The ideal situation for any manager is when your all your team members are fully developed and empowered to carry out responsibilities fully and effectively; and without the need for intervention on your part.   This gives you time to create new strategies, plan, and lead a continuously improving team effort.   Failure to properly delegate tasks or projects can lead to frustration, resentment or burnout for you or your direct reports. Overall, this may result in a lack of effectiveness, team cohesion and job satisfaction.

There are many factors that influence our ability and willingness to delegate to team members. This course will explore the various elements of effective delegation, including the barriers and skill sets required. It will enable you to gain insight into your current use, style and effectiveness when transferring work to others.   This is a highly interactive class that will provide you with the opportunity to further develop your delegation skills and learn from others using activities, discussion and practice.

Target Audience: Management at any level

Duration: Half-day – one day courses available

Course Objectives:

Participants will be able to:
  - Determine when delegation is appropriate.
  - Develop and motivate employees by increasing levels of responsibility, decision making and accountability.
  - Understand the need to empower others.
  - Assess style characteristics that help or hinder the ability to delegate.
  - Strengthen relationships and trust through delegation.
  - Apply techniques for monitoring a delegated task.

Management Skills
Developing People

"I never teach my pupils; I only attempt to provide the conditions in which they can learn."   - Albert Einstein

A key role of management is to attain results through people. Managers need to be experts at inspiring their staff and indicating course corrections. In order to be effective, this includes ongoing task management, and a focus on results and employee development.   An intimate knowledge of and familiarity with techniques used to develop people in the workplace will help even the most experienced manager increase the performance of his/her team.

This highly interactive course will provide the opportunity to explore and practice the skills related to effectively coaching, counseling and developing people in the workplace. The program has been designed to assess your style, and help you learn from others as you practice the skills through use of structured activities, games and discussion.

Target Audience: Management at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Develop and motivate employees on an ongoing basis.
- Develop skills as a mentor and exhibit patience with people as they grow.
- Understand different approaches to use to motivate and reward employees through change efforts.
- Give and receive feedback constructively.
- Understand how to effectively coach employees for greater productivity.
- Understand the impact of management style and assess their current style.
- Identify style options and the probable consequences.
- Know when counseling is required and how to conduct an effective discussion with those with performance challenges.
- Give subordinates appropriately challenging assignments and the opportunity to grow.
- Develop skills in active listening, supportive behavior and confrontation.

Management Skills

Leadership Styles

"Effective leadership is putting first things first. Effective management is discipline, carrying it out." Steven Covey

This course focuses on the development and exercise of management skills with an emphasis on leadership, discipline and execution. Situational leadership is used as the framework to increase managers' ability to lead others toward accomplishing individual, department and organizational goals. Participants will test their leadership instincts and learn the factors related to effectively leading others. Highly interactive, the training will provide opportunities to explore what motivates people in a work environment and how to successfully influence the behavior of others.

This highly interactive course will provide the opportunity to explore and practice the skills. The program has been designed to assess your style, and help you learn from others as you practice the skills through use of structured activities, games and discussion.

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Assess their current management style.
- Identify style options and their probable consequence.
- Match a subordinate's skill and willingness level with an appropriate leadership style.
- Name the various power bases available to employees.
- Describe the relationship between power, leadership and a subordinate's motivation.
- Understand their interactions with others and how this may relate to their leadership styles and/or performance in a team environment.
- Identify and assess characteristics of effective leaders.
- Describe what motivates people and how your style affects the motivation of others.
- Understand how to apply various techniques to effectively lead and/or influence others.

Management Skills
Management Skills

"A genuine leader is not a searcher for consensus but a molder of consensus."
- Martin Luther King, Jr.

A veritable tool kit of professional skills is required to ensure the success any new manager, such as: effective communications, assertion skills, coaching and counseling, performance management, problem solving, and decision-making, just to name a few.

This course is an intensive, comprehensive, skill building training program that prepares participants to competently perform the management responsibilities consistent with your organization's philosophy and management competencies. Sample objectives are shown below; however, the actual objectives are shaped based on organizational need.

Target Audience: New managers

Duration: Five days

Course Objectives:

Participants will be able to:
- Interview and select new employees.
- Identify appropriate supervisory behavior that corresponds to EEO issues.
- Set performance objectives.
- Conduct performance appraisals.
- Identify a variety of techniques for providing a motivating environment.
- Coach employees for greater productivity.
- Conduct a discussion with poor performers.
- Increase their awareness of cultural diversity issues.
- Understand and be able to use the organization's performance management process
- Create clear expectations and performance objectives
- Communicate effectively
- Effectively give and receive feedback
- Effectively develop and motivate employees on an ongoing basis
- Identify performance problems in their employees and the actions to take
- Differentiate and reward your best performers.

Management Skills

Managing Within the Law

"Change is the law of life and those who look only to the past or present are certain to miss the future." - John F. Kennedy

The number of federal and state laws which govern the interview, selection, evaluation and dismissal of prospective and current employees is staggering. Thorough knowledge of the matrix of laws is mandatory to ensure your organization complies with existing regulations. Additionally, familiarity with the guidelines ensures current and future employees work in a supportive environment that fully recognizes and protects their rights to privacy, proper disclosure of grievances or need for special accommodations.

This course provides guidelines and techniques to manage within Federal and State laws using various adult learning techniques including instruments, case studies, and group discussions.

Target Audience: All managers

Duration: One day

Course Objectives:

Participants will be able to:
- Identify the legislative areas that impact employment.
- Name the specific laws that affect the workplace and what the law mandates.
- Describe what constitutes discrimination and sexual harassment.
- Define what you may and may not ask on an interview.
- Describe how to lawfully terminate employment for non-performance and/or other reasons compliant with company policy and the law.
- Describe how to handle difficult situations while still treating employees with dignity and respect.

Management Skills
Managing Change

"The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking." – Albert Einstein

Changing our thinking is difficult for any individual; changing the thinking of an entire organization to lead through change is incredibly difficult. However, leading a team's efforts in the face of an ever increasing need for change is a challenge for management in any organization today. Organizations that are not able to meet the challenges, cannot adjust to ensure success. Effectively introducing, orchestrating and successfully implementing change are critical management skills. These skills enable teams to readily adapt when new concepts and efforts are introduced, rather than meet these events with unnecessary resistance.

This highly interactive workshop will help you understand the nature of change and how it impacts people. It will also provide opportunities to explore each step necessary to effectively manage change in a manner that will enable people to focus their energies in the directions needed and empower teams to meet the new challenges ahead. Techniques to anticipate the impact of change, kickoff a change event and gain buy-in for effective outcomes will be reviewed. Concepts and techniques to assess an organization's readiness for change, plan change, and implement change will also be introduced and explored.

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify and understand the dynamics of change.
- List the steps in planning for change.
- Describe the various types of change and identify appropriate responses.
- Identify the various roles in managing a change.
- Assess their organization to determine the need and readiness for change.
- Apply a change process model to your organization.
- Apply techniques for facilitating and leading others through change, i.e., be an effective "change agent."
- Develop strategies for handling complex situations under pressure.
- Plan for organizational change and develop effective strategies for strategically implementing such change.
- Prepare a plan to communicate and implement change.

Management Skills
Performance Management

"Never mistake activity for achievement."
- John Wooden

An effective organization provides employees with a clear understanding of what is expected of them regarding their employment duties; as well as a clear plan of action so that groups and individuals can organize and marshal the resources needed to achieve the required task or initiative. However, more factors than these are needed to ensure ultimate success.

Employees should be aided in their development through the evaluation of their performance. Periodic ratings should be assigned and communicated so employees and managers have a common, quantifiable standard by which performance is measured. The system used to measure and communicate performance is critical to creating a supportive environment for employees and maintaining a culture of continuous individual and organizational improvement. Participants will gain awareness of and have the opportunity to practice the interpersonal, planning and assessment tools needed to effectively manage employee performance.

Target Audience: Leadership at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Understand and be able to use their organization's Performance Management Process
- Create clear expectations and performance objectives
- Give and receive feedback on a regular basis
- Develop and motivate employees on an ongoing basis
- Identify performance problems in their employees and the actions to take
- Write behavior performance objectives and clarify expectations.
- Conduct formal/informal performance discussions.
- Conduct a career discussion.
- Deliver an accurate compensation message tied to performance.

Management Skills

Preparing for Leadership (Introduction to Supervision)

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader". - John Quincy Adams

Anyone, at any level in an organization can and should find a way to play a leadership role. It not only supports the organization and other members of the team; it also builds skills and enables an individual to stand out as someone with potential.

This course will enable participants to test their leadership instincts and understand the factors related to effectively leading others. In a highly interactive manner, the course provides an opportunity to explore what motivates people in a work environment and how to successfully influence the behavior of others.

In addition to understanding people, successful leaders understand that utilizing skills that enable the achievement of desired results, without the need to rely on the use of authority is the most effective method. This course will enable participants to assess, practice and enhance their influence skills.

Target Audience: Management at any level

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Describe how the role of manager differs from role as individual contributor.
- Identify key management functions and the skills required to carry them out effectively.
- Diagnose your management strengths and weaknesses.
- Understand the role communication plays in perception and development
- Gain insight into how a person's behavior affects their success within organizations.
- Understand their interactions with others and how this may relate to their leadership styles and/or performance in a team environment.
- Identify and assess characteristics of effective leaders.
- Describe what motivates people and how your style affects the motivation of others.
- Understand how to apply communication techniques to effective lead and/or influence others.

Management Skills

Strategic Leadership

"A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and the integrity of his intent.   - Douglas MacArthur

It is the responsibility of leadership at all levels to inspire, communicate, align and orchestrate efforts in a manner which will effectively meet the organization's ever changing needs. It is a constant challenge to create and maintain a high performance environment that motivates employees to play an active role in the achievement of the organization's mission. All of these tasks require vision, the deliberate and thorough crafting of a plan and the careful execution of strategy.

Participants in this training course will explore and understand the critical elements of successful long-term organizations. This highly interactive course will provide each person with an opportunity to evaluate their current organization and determine how they can more effectively attain long term results through people.

Target Audience: Leadership

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Cultivate leadership qualities.
- Gain perspective on the role and importance of leadership.
- Understand the factors that lead to long term effectiveness within organizations.
- Create their vision, values and mission statements.
- Write strategic goals.
- Develop a strategic plan
- Examine and assess the structures that must be in place for an organization to succeed
- Evaluate your current systems and processes to determine their ability to attain the desired results.
- Determine any action needed to improve internal talent.
- Use a leadership model to lead your group.
- Create an action plan to improve your organization.

Management Skills
Team Development

"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime". – Babe Ruth

Bringing individuals together to produce a quality outcome together requires vigilance and skill. The best teambuilding outcomes are achieved when a group can discuss the current challenges the team faces. When working with real issues, the team can truly impact the group's functioning. Issues that can emerge within a team that impact collaboration, vary greatly, such as:
- Overall organizational issues: workload, procedures, policies
- Issues between departments: cooperation, coordination
- Team issues: conflict, role clarity, relationships, trust, productivity

This course can be provided to specific intact groups, or can explore topics that relate to team development in a more generic fashion. Participants will have the opportunity to apply an understanding of team development and group dynamics to their specific unit. They will also gain an appreciation for the roles that people play unknowingly in teams that help and/or hinder the group's progress. Activities allow the participants to experience group dynamics in several contexts: conducting effective meetings, problem solving, decision making, and consensus building, all based on the group's specific needs.

Target Audience: Members of leadership and/or a leader and an intact work team

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify the stages of team development.
- Take actions to assist teams in each stage of development.
- Maximize the usefulness of conflict in producing positive group outcomes.
- Define consensus and how to reach it.
- Develop relationships with internal and external organizations that will produce mutually beneficial results.
- Determine when it is (and is not) appropriate to assign work to a team.
- Define and describe the characteristics of effective teams.

Management Skills
Understanding Motivation and Leading Others

"Motivation is the art of getting people to do what you want them to do because they want to do it." -- Dwight D. Eisenhower
Getting people to understand and want to achieve the organization's objectives is necessary for the success of any organization. Therefore, inspiring leadership must be understood and exhibited at all management levels. This course will enable participants to better understand what motivates people in a work environment and how to successfully influence the behavior of others.

Participants will explore the various styles of leadership and the necessary skills to inspire action which makes it possible to "get the job done" through others. In order to accomplish this, it is critical to understand that we all have common needs; however, each person is an individual as well. This course will provide insight into what motivates people and explain how to apply this knowledge to guide the behavior of others. By understanding what drives people and applying effective leadership skills, it is possible to gain commitment and excellent performance from staff at all levels.

Through active participation in the program, individuals will have the opportunity to practice and enhance their skills and discover how they can apply them to their leadership role in the organization. They will receive feedback on their style and skills in multiple ways throughout the program.


Target Audience: Management at any level

Duration: One - two day courses available

Course Objectives:

   Participants will be able to:
   - Understand the nature of motivation and how to achieve employee satisfaction
   - Assess their current influence style and areas for development
   - Use effective approaches to persuade others to act
   - Understand and apply the techniques of collaboration
   - Understand and effectively lead people despite style differences
   - Create a collaborative work environment for improved results
   - Achieve/build trust within their team
   - Apply various techniques to promote win-win outcomes
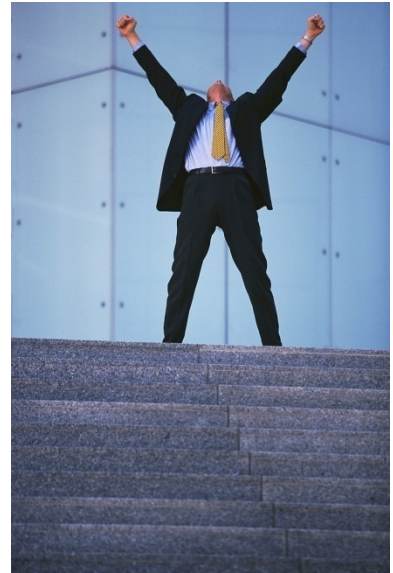
Professional Skills

Professional Skills
Appreciating Diversity

"We can help make the world safe for diversity. For, in the final analysis, our most basic common link is that we all inhabit this small planet. We all breathe the same air. We all cherish our children's future. And we are all mortal."   – John F. Kennedy

Understanding that we are all the same and that everyone's unique difference adds value to any organization is critical to individual development and teamwork.

The course focuses on the full range of diversity among people. It is designed to allow people to gain greater self-awareness of their own perceptions and appreciate the difference in others. Techniques are practiced to expose and resolve diversity issues that impact work situations.

Target Audience: All employees

Duration: One day course

Course Objectives:

Participants will be able to:
-   Discuss diversity using several different models.
-   Identify specific diversity issues with their team and ways to address them.
-   Understand the imperative or business case for building an inclusive environment
-   Develop an conceptual understanding of inclusion and its impact on the organization
-   Create an action plan to Diversity and Inclusion forward in the organization.
-   Understand difference and the advantages of a diverse workplace
-   Recognize the impact of cultural differences on relationships
-   Explore ways to build trust and mutual respect
-   Understand the barriers to diversity, appropriate responses to perceptions of discrimination and ways to deal with and avoid discrimination
-   Deal with issues when conflict erupts
-   Understand the concepts of preventive maintenance
-   Use tools to build a powerful diverse workforce and build an inclusive work environment

Professional Skills

Building a Business Case

"The greatest ability in business is to get along with others and to influence their actions". – John Hancock

A person could have the most thoroughly vetted, brilliant idea; however, if he/she cannot convince others that their recommendation would be successful, no action will take place.

This course is designed to help participants understand the role of a business case and how to build support and commitment for strategies within the organization.
Topics include all the steps that are necessary, from creating a successful recommendation through developing a solid detailed plan of action. This is a highly interactive course and will allow participants to apply the principles to sample situations or existing projects. Participants are encouraged to come to class with projects they would like to analyze.

Target Audience: All employees

Duration: One day course

Course Objectives:

Participants will be able to:
- Practice techniques for analyzing the forces that surround a business challenge.
- Create and communicate a successful business case
- Apply risk assessment techniques to forecast and mitigate problems
- Prioritize alternative solutions for key decision criteria
- Translate the concept into a wide range of viable options to achieve the organization's goals
- Develop a framework of a business case that meets organizational needs.
- Present the case to critical stakeholders to gain acceptance
- Present the rationale for a recommendation and explain how to limit risk while increasing chances for success.
- Present a business case for feedback.

Professional Skills
Building Resilience to Change

"Change alone is unchanging." -- Heraclitus (c. 535 – c. 475 B.C.).

This Greek philosopher knew even then that the world would continue to change in unimaginable ways. Although we all know this to be true, there are certain ways that change affects us all; even though we may have different levels of acceptance and reactions to events that take place.

This highly interactive course will introduce principles to understand and manage through the dynamics of change in the workplace.

It will provide the opportunity to understand how change affects individuals and why it has the impact that it does.   With activities and discussions, participants will have the opportunity to assess their ability to deal with change in an effective manner and better understand the reactions of others during these times.

In addition, this course will provide techniques to identify the residual effects of change; and introduce ways to handle changes in the future in the most effective manner possible.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify and openly discuss changes that have affected the organization.
- Understand the dynamics of change, and the impact on organizations and people.
- Explore how change has affected you, and possible next steps.
- Understand your comfort level with change and the need for resilience.
- Utilize tools to deal with change creatively and effectively.
- Participate in the change in a manner that surfaces the issues and is supportive to the organizational effort.
- Introduce change in a manner that increases the likelihood of internal support and success.

Professional Skills
Career Management

"I've learned that making a 'living' is not the same thing as 'making a life'." -- Maya Angelou

Taking an active role to understand individual interests and charting the course of a career enables each individual to enjoy what they do and look forward to coming to work every day. Career management involves the life-long pursuit of honestly assessing one's educational needs, professional skills and employment opportunities to best position for what each person finds interesting and satisfying in a work environment.

All employees should be actively determining what they want in their career, seeking feedback for improvement and carefully monitoring their current and future job opportunities.

This course teaches the concepts and techniques for participants to manage their own career and develop the critical skills they need over time to ultimately be successful. Participants will have the opportunity to explore their own unique skills, abilities and traits that add value to the organization and determine what would satisfy their aspirations for the future. Practice in baseline skills for effectively orchestrating a career effort over time are also introduced in this course.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
  - Understand your personality type and determine your personal development goals for the future.
  - Create your goals and determine the best path forward to begin to reach them.
  - Identify the skills you wish to develop
  - Identify action steps for development.
  - Determine how you will seek and receive valuable feedback
  - Identify action steps for development
  - Create a plan for development

Professional Skills
Consulting Skills

"Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime". -- Chinese Proverb

Being in a consulting role means knowing the subtle art of when it is appropriate to take the lead and when to take a back seat so that the organization can move forward without your intervention. A consultant is a change agent who has the ability to play multiple roles and understand complex business situations without getting personally involved or bringing in pre-conceived notions.

This highly participative course will enable participants to learn techniques that will enable them to quickly familiarize themselves with organizations and teams of varying sizes. They will learn how to think as a systems leader and recognize all the pieces to the puzzle to identify and tie interventions to real organizational issues that add value.

By using internal clients or a case study, participants will experience the entire consulting process. Individual and group critiques are conducted at each step.

Target Audience: All employees in a consulting role – internal or external

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify the roles of a consultant and describe the steps in the consulting process.
- Identify issues and surface them
- Build strong skills as a coach, advisor and strategist
- Develop the ability to work at all levels of the organization
- Demonstrate handling resistance.
- Create data collection instruments.
- Analyze data using one or more Organizational Development models.
- Diagnose the problem.
- Feedback the data to their client.
- Receive feedback on their skills.

Professional Skills
Creating a High Performance Culture – For Employees

If we did the things we are capable of, we would astound ourselves. -- *Thomas Edison*

Many organizations are faced with fast paced, demanding environments that require increasing levels of performance to meet the challenges. This factor continually puts leadership in a postion of needing to ask employees to "do more with less". It is amazing what can be accomplished when people understand the challenges, expectations and need for change.

This course is the employee version of our 'Creating a High Performance Culture – For Managers' course. Participants will explore the demand for high performance and how they can play an active role in supporting the organization to create a culture of high performance. Participants will focus on understanding their role in creating the high performance culture, developing new skills to meet the challenges and how to manage their career aspirations in this new environment. Employees are introduced to the competency model for their organization. (see 'Creating a High Performance Culture – For Managers', p.23).

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Define and understand the competencies required to adapt in a changing organization.
- Understand the elements of a high performance culture and how to create a sustainable one.
- Understand and adapt to changes taking place in the organization and the positive aspects that they bring.
- Understand their role in this new changing environment and the new expectations.
- Meet new challenges in the workplace and successfully meet or exceed changing expectations.
- Take an active role in managing their careers in a changing environment.

Professional Skills
Creative Thinking Skills

Don't think. Thinking is the enemy of creativity. It's self-conscious, and anything self-conscious is lousy. You can't try to do things. You simply must do things. – Ray Bradbury

Being creative involves the ability to adopt a mindset that reflects the fact that 'just because it has always been done a certain way does not mean that there is not a better way to do things'. In order to think creatively, a person must add an element of creativity to their usual way of thinking and not become self-conscious that their idea may be viewed as unconventional and therefore, 'wrong'. These skills can be learned, practiced and applied in our everyday work and family lives.

Creative ideas can add long-term value by providing the ability to continually look for new and better ways to do things throughout the organization.

This highly participative course focuses on assessing and developing creative problem solving skills. The techniques that are covered assist participants to open up their minds to think differently and identify alternate solutions.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Assess their current level of application of creative thinking skills
- Unlock their creative thinking abilities
- Develop and leverage their own strengths
- Produce, evaluate and select new ideas that are different than their usual methods
- Apply creative methods, tools and techniques to generate ideas and solutions
- Focus on results vs. process to generate creative solutions

Professional Skills
Critical Thinking Skills

"I know you won't believe me, but the highest form of Human Excellence is to question oneself and others".
– Socrates (469 - 399 BC)

In order to effectively arrive at the most reasonable and justifiable positions on issues and use a rational approach, a person needs to be able to take a step back and think about their own assumptions and those of others. Critical thinking is a series of skill sets that allows a person to view a situation or problem from different perspectives and determine the best possible course to take.

Utilizing models, application and skills practice, this seminar provides participants with the knowledge and tools needed to effectively apply critical thinking in their organization. This course focuses on the understanding of critical thinking, and explores the art of applying these skills in a business setting. There is ample opportunity for hands-on practice and feedback so these techniques can be used immediately when participants return to work.
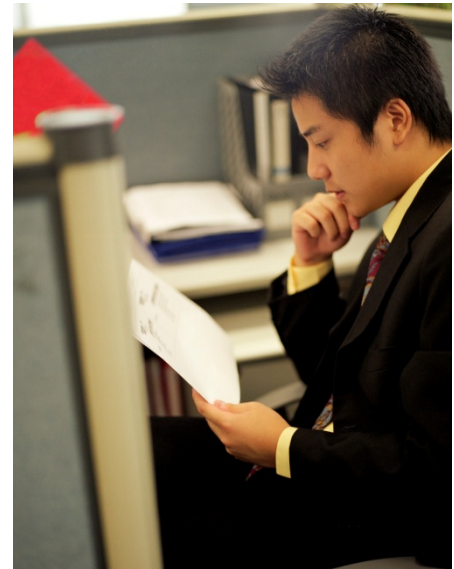
Target Audience: All employees

Duration: One day course available

Course Objectives:

Participants will be able to:
- Gauge their critical thinking skills
- Understand critical thinking and a historical perspective
- Evaluate arguments
- Evaluate information sources
- Challenge assumptions and identify barriers
- Keys to critical thinking and how to apply them
- Apply what you learn to the day-to-day operation of their job
- Expand their perceptions and think differently
- Influence and persuade others with clear thinking and clear language
- Learn what they don't know – and solve the real problem.

Professional Skills
Customer Service Skills

"Do what you do so well that they will want to see it again and bring their friends." - Walt Disney

Walt knew how to create excitement and an environment that would bring his customers back again and again. This course provides the opportunity for participants to take a step back and explore the current level of customer service they are providing and determine the degree to which their clients would agree that they would recommend others.

In addition to defining the ideal customer service level, participants will have the opportunity to explore several models to better understand the skill sets necessary for success. This highly participative program includes practice of these proven methods and skills; including the chance to receive valuable feedback. Examples of some of the skills covered are active listening skills, assertion, and dealing with difficult customer interactions.

Target Audience: All employees in an internal or external customer service position

Duration: One day

Course Objectives:

Participants will be able to:
- Identify the importance of customer service.
- Develop a personal and group customer service standard.
- Conduct a self-audit of your current performance against the standard.
- Describe and practice outstanding service
- Describe and practice methods for dealing with difficult service situations
- Deal with difficult customers.
- Define serving beyond expectations for their organization.

Professional Skills

The Dynamics of Self-Motivation

"A person will sometimes devote all his life to the development of one part of his body - the wishbone". -- Robert Frost

It is important to understand that when you think about developing yourself, wishes and hopes are not a plan. People who achieve their aspirations consider what they want for themselves; but more importantly, they are willing to take a hard critical look at what they need to develop to attain their desires.

During this interactive course, participants will have the ability to explore the impact that behavior has on a person's ability to effectively work with others and reach personal goals. In addition, by exploring the five factors of emotional intelligence and how they relate to success within organizations, participants will be able to explore their own self concept and motivation as well as the impact of their behavior on others.

By exploring the characteristics for success within any organization, conducting self-evaluation and creating an action plan for individual development, participants will be better prepared to take the steps necessary to achieve their personal goals.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Understand the role communication plays in perception and development
- Gain insight into how a person's behavior affects their success within organizations.
- Understand the dynamics of self-esteem and motivation
- Identify opportunities within your current role to continue to build knowledge and skills
- Determine how we handle obstacles and change and the level of current effectiveness
- Explore emotional intelligence and its impact on personal development.
- Build skills and a plan to take ownership for your own future development.

Professional Skills
Effective Teams

"Alone we can do so little; together we can do so much"
– Helen Keller

Although most people would agree with Helen Keller's words, in practice, working together can be very difficult at times. Teams go through different stages of development that range from working through awkward first impressions, opportunities for conflict and tension through true teamwork. Understanding these natural tendencies and having the skill set to effectively manage through them provides the opportunity to quickly build toward successful teamwork.

This course provides the skills necessary to build teams and interact in the most effective manner within all types of teams. Participants will have the opportunity to apply their understanding of team development and group dynamics; and gain an appreciation for the roles that people play unknowingly in teams that help and/or hinder the group's progress. Activities allow the participants to experience group dynamics and receive feedback on their skill sets.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify the stages of team development and take actions to assist teams in each stage
- Maximize the usefulness of conflict in producing positive group outcomes.
- Define consensus and how to reach it.
- Determine when it is (and is not) appropriate to assign work to a team.
- Define and describe the characteristics of effective teams.
- Identify strategies and techniques for effective meetings.
- Develop shared expectations with a diverse group of people and achieve consensus.
- Obtain cooperation from individuals or groups, especially when there are diverse view points and competing interests.

Professional Skills
Emotional Intelligence

"The greatest barrier to self-understanding is our fear of knowing the truth within ourselves; but when we do understand ourselves, we greatly enhance what we are capable of."

— Carla H. Krueger (author – United Kingdom)

With demands and distractions seemingly increasing every day, taking the time to understand ourselves and others sometimes falls by the wayside. However, decades of research have shown that understanding and considering the individual emotion of ourselves and others is a critical component for success for anyone in an organization. It has been demonstrated that this is the component that makes a difference in whether people are successful and happy in their career of choice. Simply, it is the ability to:

- Identify your own emotions and those of others;
- Harness emotions and apply them to tasks like thinking and problems solving;
- Manage emotions, including the ability to regulate your own emotions, and the ability to cheer up or calm down another person

These skills have considerable value in our personal lives as well. In order to influence others in any context including our personal relationships, we need to demonstrate these abilities so that others can be inspired by our viewpoint, and feel that we support them.

For those who are in a leadership position, in our efforts to produce results by managing people, we sometimes forget that we need to pay attention to the individual, not just the desired behavior. People are very complex. Leaders that are skilled in understanding how emotions affect people and have the ability to consciously choose their behavior, can achieve greater organizational and personal success.

People with high emotional intelligence are self-aware and have the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

This highly interactive course will explore the elements of emotional intelligence that have been researched extensively by Goleman and others. It will provide participants with the ability to understand people, and apply skills and tools that will assist them to increase their emotional intelligence. Participants will be able to understand EI and how it relates to their personal and organizational success

The course will provide you with an opportunity to take a step back to view your skills and style objectively to determine how to enhance it. In addition, you will be able to understand the elements of emotional intelligence that that tie to effective leadership and overall career success. The design will allow you to learn from others and practice these essential skills using activities, games, and discussion.

Professional Skills
Meeting Management

"Before anything else, preparation is the key to success"   - Alexander Graham Bell

In the fast paced environment within most organizations, quick ad-hoc meetings are a way of life. However, a common complaint that can be heard is that there are "too many meetings" or they are "not productive". Taking the small amount of time that is needed to prepare for a meeting yield tremendous results in productivity and desired results. Having the skill set to orchestrate an effective meeting is equally as critical to success.

This "how to" course provides participants with the tools needed to conduct any meeting successfully. The primary focus is conducting problem-solving meetings, which are the most difficult type.   Participants will have the opportunity to explore the elements of preparation, methods to ensure that all members are actively engaged in discussion and follow up methods to ensure the outcomes of the meeting are achieved.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Assess their meeting management strengths.
- Identify the elements required for an effective meeting.
- Determine what meetings are necessary and which can be eliminated.
- Determine the appropriate type of meeting to hold.
- Identify the role of the leader in each kind of meeting.
- Describe how to handle difficult people in meetings.
- Identify several methods to evaluate their meetings.
- Select one-to-two techniques to improve meeting productivity.

Professional Skills
Myers-Briggs Personality Type at Work

"Greater cooperation and harmony should be possible if we can learn to understand and appreciate the ways in which others differ from ourselves" -   Peter Briggs Myers

The Myers-Briggs Type Indicator (MBTI), an instrument which is based on Carl Jung's theory, is the most trusted and widely used personality assessment in the world. It is a powerful and versatile tool that assists individuals to understand themselves and their associated behavior. It is also used with teams to better understand how each individual's personality type affects team interactions. MBTI has been used to help organizations of all sizes address their needs, from team building, leadership and coaching, and conflict management to career development and retention.

This interactive course is designed to assist participants to understand their own personality type and how it affects them in a team environment where other types are equally as valuable. SICG also provides individualized courses based on organizational need.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Examine their own personality type and understand how their own preferences affect their behavior.
- Understand other personality types and the benefits to having diversity of thought in teams.
- Receive feedback on their personality type and how it affects others.
- Develop an action plan to develop skills each individual would like to enhance.
- Create action steps to enhance team functioning

Professional Skills
Organizational Development Concepts and Application

"In organizations, real power and energy is generated through relationships. The patterns of relationships and the capacities to form them are more important than tasks, functions, roles, and positions. " - Margaret Wheatly

In order to build an organization, assess current levels of effectiveness or build capability, you need to look at the entire picture including structure, task, roles and people. Organizational development (OD) is the practice of applying a high level systematic view and approach toward an organizations functioning to determine the best path forward. These skills are used at any stage of an organization's lifetime from inception, growth and through difficult periods to plan an approach to ensure the organization's high level of effectiveness and capability. In addition to structure and task issues, OD principles also encompass planning through the necessary detail to bring change to the attitudes, values and beliefs of an organization, to prepare people to adapt to the changes to come.

This highly participative course uses multiple methods to explore organizations including case studies; in addition, this course enables individuals to apply Organizational Development (OD) concepts and tools introduced in the class to resolve organizational issues.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
  - Analyze their own department using OD models.
  - Describe the essential components of any organization.
  - Describe the difference between vision, values and mission statements.
  - Understand to effectively apply methods to align an organization.
  - List the structures that must be in place for an organization to succeed.
  - Identify the issues that must be considered in analyzing an organization.
  - Understand how OD efforts seek to improve organizations.
  - Evaluate your systems to determine adequacy and determine a course of action.

Professional Skills
Problem Solving and Decision Making

"Nothing is particularly hard if you divide it into small jobs." – Henry Ford

As Henry Ford knew very well, to take problems and break them down into manageable sizes and resolve them one at a time can yield outstanding results. This course will provide an opportunity for participants to understand and experience the full range of tools for problem identification and issue resolution.

Participants will have the opportunity to explore the issues surrounding a real problem situation they choose to tackle. The course will provide them with ways to approach traditional and non-traditional solutions to day-to-day issues as well as major challenges. Participants will be encouraged to bring existing issues and challenges to the class to apply some of the techniques to real issues that they face. Members of intact groups can gain the additional benefit of attending together and analyzing a specific issue as a group during the class.

This course allows participants to experience problem solving and decision-making by working through each stage of the problem solving process. Techniques will be introduced to enable them to identify solutions to a problem and decide which solution to apply.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Understand how to determine the scope and type of issue to choose resolution methods
- Identify the actual problem before jumping to resolution of a symptom
- Analyze data and factors associated with an issue to determine a root cause
- Map out processes and improve efficiency
- Examine all the variables surrounding an issue
- Approach an issue from a totally new perspective and apply methods to generate solutions
- Apply methods for effective decision making
- Explore factors involved in effective group decision making:
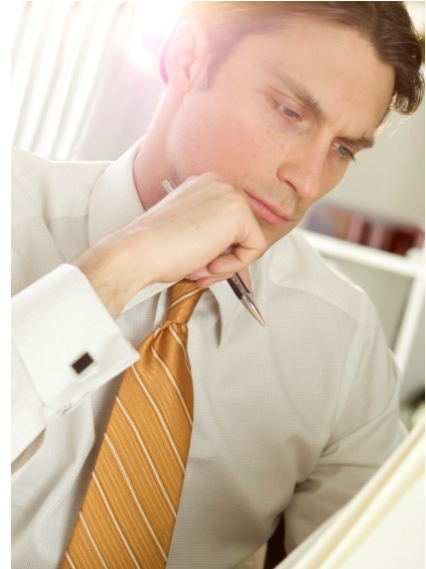
Professional Skills
Project Management

Of all the things I've done, the most vital is coordinating the talents of those who work for us and pointing them towards a certain goal. -- Walt Disney

In order to ensure that critical projects are achieved on time, with quality and on budget, someone needs to take a leadership role to ensure that all tasks are achieved in a precise sequence and coordinated across multiple groups. Whether a project succeeds or fails with these depends largely on the skill of the project manager.

To succeed in the job, project managers must become adept applying a number of tools and techniques. In addition, they must demonstrate analytical skills and have the ability to attain results through people.

This provides participants with the skills necessary to span the entire project life cycle. Participants are encouraged to bring a current project to class, which will be used to learn how to use several project management tools and apply them to their challenges in the organization.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Explain the project life cycle
- Understand the role of a project manager and the necessary skills
- Write a sample work breakdown.
- Write specifications and a project plan.
- Use appropriate monitoring tools.
- Define project management.
- Explain the most common reasons why projects fail.
- Apply common project planning tools; for example: responsibility matrix, Gantt chart

Professional Skills
Stress Management

"Life moves pretty fast. If you don't stop and look once in awhile, you could miss it." -Ferris Bueller

As Ferris Bueller observed, life goes by pretty fast. This is only one thing that can cause stress as people juggle to achieve their goals and manage their priorities each day. When employees are stressed, it can affect morale, including employee satisfaction and engagement. There is also the possibility of the long term results of increased absenteeism and reduced productivity.

Participants will explore various stressors, symptoms, and the difference between good stress and bad stress. This will enable participants to define the source of their own stress in order to manage it by anticipating and preparing for it.

This highly participative course provides multiple techniques for approaching day to day challenges in a manner that does not generate stress and dealing with it effectively when it does occur.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify workplace stressors and reduce them
- Recognize their responses to stress
- Understand the physical, emotional and behavioral impact stress is having on their lives and their work
- Develop tools to manage stress effectively
- Distinguish between good stress and unhealthy stress.
- Practice selected stress reducers.
- Develop an action plan for managing stress.

Professional Skills
Time Management

"The key is in not spending time, but in investing it." - Stephen R. Covey

This course is designed to assist participants to better understand their current behaviors and gain self-awareness regarding the changes that need to take place to invest their time more effectively. Participants will learn proven techniques to more successfully organize and utilize their time.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Identify the ten common time wasters.
- Identify how to control interruptions.
- Identify five ways to reduce wasted time in meetings.
- Use the 80/20 rule in prioritizing work to be done.
- Create an action plan to maximize personal time usage.

Professional Skills

Train the Trainer – Design Skills

"Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit. -- Aristotle

To Aristotle's point, this program will give you the tools and skills you need to train the organization to excellence. It outlines the training design process from assessing the needs through creating course materials. Participants create portions of a training module and present their design for the class to critique. Various design options are demonstrated for participant experimentation.

Target Audience: All employees

Duration: One - five day courses available

Course Objectives:

Participants will be able to:
- Conduct a needs assessment.
- Understand adult learning
- Do a task analysis.
- Write performance objectives.
- Design a course and related adult learning activities
- Develop a lesson plan.
- Create classroom materials.
- Create a method to evaluate learning.

Professional Skills
Train the Trainer – Delivery Skills

"I never teach my pupils; I only attempt to provide the conditions in which they can learn." - Albert Einstein

Understanding the best conductions by which adults learn is critical to the success of any trainer. This course focuses on skills and techniques to develop or improve existing training delivery skills by understanding and applying these principles. Through a series of demonstrations, exercises and videotaped practice sessions, participants receive feedback on their training delivery skills and recommendations on how to improve.

Target Audience: All employees

Duration: One - two day courses available

Course Objectives:

Participants will be able to:
- Start a class.
- Create several "experiential" training exercises to generate or reinforce learning.
- Describe adult learning theory.
- Influence classroom dynamics through various room arrangements.
- Demonstrate several techniques for handling disruptive participants.
- Select visual material appropriately.
- Select from several techniques, methods to motivate participants.