

PARTICIPACTION consulting

BETTER RETURNS FROM COLLABORATION AND LEARNING

COMPANY FACTS

Proven track record with over 10 agencies in the Federal Government and International Organizations

Over 26 standard course offerings based on sound adult learning principles, including skills-based training, customized content, and new technologies

10+ consultants, trainers and coaches

Woman-owned
Small business

70% business from existing clients

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GSA MOBIS ADVANTAGE CATALOGUE

Authorized Federal Supply Schedule Price List

About this Product Guide

This guide provides information about the extensive range of training options we can design, develop, and deliver for the professional development of your employees. In this guide you will find typical course descriptions for a variety of topics as well as *suggested* course objectives and timeframes. All of our courses can be customized, however, to your organization's specific performance improvement needs.

Who we are

ParticipAction Consulting Inc. is a full service leadership and organizational learning firm. We offer a complete range of innovative coaching, facilitation and training services, each especially designed to support and enhance personal growth and organizational effectiveness. Located in Alexandria, Virginia, ParticipAction serves the needs of a variety of clients, including: NASA, the International Monetary Fund and the US Marine Corps.

Our expertise lies in our ability to offer comprehensive facilitation and training solutions through state-of-the-art services customized to suit each client's needs. Our innovative approach to organizational learning and leadership means we design results-based solutions with just the right mix of technology, facilitation and training. Whether it's widespread organizational change or local initiatives, our learning facilitators are experts at helping clients grow to their fullest potential.

Welcome!



It is with great pleasure that I present to you the ParticipAction Consulting, Inc. GSA-MOBIS Advantage Catalog. At ParticipAction, we are passionate about training and committed to our mission of creating positive organizational change. Helping our clients realize their greatness is central to our vision and inherent in our values.

Since May 2006 our vision has been to open up spaces in our clients' organizations to achieve quality learning that that brings real value through enhanced collaboration and creativity. We believe that individuals in organizations have a great capacity to learn and to bring about positive change.

We can support your decision to develop the most precious of your organization's resources: your people. Our niche is to engage learners, helping them:

- Learn more effectively
- Communicate better
- Work more efficiently
- Bring about organizational change and transformation

These ideals are alive more than ever in today's modern workplace.

In fulfilling our mission we provide professional services to government and commercial entities utilizing principles of participative design as our guiding philosophy. Why this approach? Because we like to be accountable for our results. We also know that great results from training are more likely if learners and stakeholders participate in the design of the learning experience. True to our name, we involve people in the creation of our products, whether they are custom-training design, off-the shelf workshop delivery, web-based training applications or strategic planning sessions.

In short, we know that pre-packaged solutions do not always yield the best results. That's why our clients look to us to dig deeper, listen fully and provide high-impact services that deliver lasting results.

It would be a privilege to be able to serve you and your staff in the near future.
Warmly,

A handwritten signature in black ink that reads "Adrian Paresi". The signature is stylized with a large, looped 'A' and a cursive 'P'.

Vice-President and CEO, ParticipAction Consulting, Inc.

Customized Training Solutions

The process of creating our instructor-led training follows The Learning Construction Site, our signature training methodology based on the Instructional Systems Design (ISD).

This ensures the highest quality analysis, design, development, and delivery methods for our courses.

The Learning Construction Site - our signature training methodology – allows us to develop powerful results-based instruction that is hands-on and collaborative in nature. At ParticipAction, we realize that each client has unique training needs and quite often those needs require some customization. In doing this we work directly with our clients to produce training that is collaborative in nature and focuses on issues relevant to their specific needs, even if we use an off-the-shelf course. Our approach is people-friendly and, as such, each step of the design deals with the most common fears and anxieties people face when learning something new. We offer training workshops in the following areas:

- A. Leadership
- B. Train-the-Trainer
- C. Personal Effectiveness
- D. Teamwork/Collaboration

Training Materials

Our training materials include:

1. **Resource Manual** with all course reference materials
2. **Workbook** with instructions about the specific hands-on tasks to perform in class
3. **Job Aid** with quick reference of course key contents
4. **Certificate of Completion** for each participant
5. **Report summary** of learning results after the workshop.

We design and deliver training and support tools that help trainees in the challenges they face in their jobs. Besides our classroom time, our offerings include at no additional costs to you:

1. **Pre-workshop assessment** with **Consultation** for curriculum development
2. **Pre-workshop online survey** to trainees and/or **phone call** to a sample of participants

Upon request and for a reasonable price we can:

1. Set up of **online learning space** for your participants
2. Develop an **online module** on course key concepts
3. Schedule an **online follow-up webinar** 30 or 60 days after completion of the course.

Trainers

Our trainers are selected for their subject matter expertise and their ability to share their practical knowledge in the classroom. Many have advanced degrees as well as prestigious local, regional and national business experience. They provide their course participants with information that has practical, real-world applications. As a result, these individuals consistently receive top marks from participants for their preparation, knowledge, and teaching ability.

Our GSA Schedule

ParticipAction Consulting Inc. has a GSA schedule contract with the General Services Administration Federal Supply Service allowing us to offer price discounts to federal government agencies. Our contract number is GS-02F-0168V. You can find us on GSA Advantage at www.gsaadvantage.gov.

Our Signature Training Methodology

A number of years ago the work of our founder as a trainer – a full-time employee of a big subcontractor - attracted the attention of the training director of a large federal agency. Her request to deliver a train-the-trainer workshop was the beginning of our company. Then and there, our first workshop “From PowerPoint to Powerful!” – featured in this catalog - was born. We based the workshop on the critical principle that adults have the ability to learn much more and better when they are involved in training design and engaged in real-world learning activities. This learning theory lends itself to more discussion, active learning and applicable case studies. Later this way of teach was described in Adriano Pianesi’s feature article in *THE SYSTEMS THINKER*, “[The Learning Construction Site](#)”, a description of our training methodology, developed as a powerful statement of a better and simple-to-implement way to train adults.

Aside from our ability to engage trainees in hands-on activities in the class, we focus on the work that happens before and after the workshop to ensure that clients achieve the results they paid for.

Web Conference/Video Teleconference Experience

Our trainers are experienced at delivering courses using distance learning methods. Via web conferencing systems (like Adobe Connect or GoToTraining), video teleconferencing technology, they have conducted courses for participants all over the globe, from training facilities here in Virginia.

Quality Guarantee

We guarantee your satisfaction with our training. If our training is deemed less than satisfactory, we will offer the course again free of charge with another trainer, or will refund you the full cost of the course.

Contact

Please call Adriano Pianesi at **703-920-0208** or email him at **a@pactionc.com** to start the process of creating learning experiences for your employees to build their skills and knowledge, enhance your organizational knowledge base, and ultimately help your organization achieve its strategic business goals.

COURSE OFFERINGS BY CATEGORY

LEADERSHIP

Conversational Leadership
Leader-SHIFT
Practical Leadership Skills
Servant Leadership
Dialogue as Facilitative Leadership
Facilitation Skills for Project Managers
Critical Thinking Skills
Effective Coaching Skills

TRAIN-THE-TRAINER

From PowerPoint to Powerful
Powerful Training (Advanced).
The Virtual Trainer
Presentation Skills
Winning Briefing and Presentation Skills
Webinar Facilitator Certification

PERSONAL EFFECTIVENESS***

Practical Time Management
Effectiveness for busy people
Balance Effectiveness and Professionalism
Email Management for the Messages-drowned

TEAM BUILDING/COLLABORATION

Tools and Techniques of High-performing Teams
The Emotional Intelligence of Team Results
The Art of Making Decisions
I am the boss!
Inspired Followership
Create Enduring Connections with Customers and Co-Workers
Good Questions
Everyone Teaches One
Communication Skills in a Culturally Diverse Workplace
Negotiation: getting what we want

***The description of these courses is included in the TEAM BUILDING/COLLABORATION section

COURSE DESCRIPTIONS

1. LEADERSHIP

A. Dialogue as Facilitative Leadership

- *Description:* This course is designed to teach leaders how to collect intelligence from their team for more productive communications by using four proven effective techniques: World Café, Open Space, Appreciative Inquiry and LEAN.
- *Objectives:* Participants will leave with a better understanding of the importance of communication, creating stronger leaders and more effective teams.
- *Topics:*
 - Dialogue vs. Discussion
 - What is collective intelligence
 - The Results of effective communication
 - The value of alternative methods
 - The World Café
 - Open Space Technology
 - Appreciative Inquiry
 - Lean and Group Work

B. Facilitation Skills for Project Managers

- *Description:* This course teaches how to better facilitate meetings by explaining the importance of different roles in the meeting, processes to make the meeting more effective, logistics of a successful meeting and how to plan pre and post work for the meeting.
- *Objective:* Leaders will leave with the confidence that they can facilitate much more effective meetings where the information shared/learned will be interesting and relevant to attendees.
- *Topics:*
 - What is facilitation?
 - The 5P's of Meetings
 - The 5 Roles in meetings
 - Meeting Processes v. Content
 - Agenda Setting and Meeting Planning
 - Troubleshooting Bad Meetings
 - Dealing with Conflict Effectively
 - Facilitative techniques and Leadership

C. Servant Leadership

- *Description:* This course examines the art of servant leadership, a practical leadership philosophy that supports people who choose to serve first, and then lead as a way of expanding service to individuals and institutions. Servant leadership encourages collaboration, trust, foresight, listening, and the ethical use of power and empowerment.
- *Objective:* Leaders will know how to foster an environment that promotes full engagement and motivates employees by example. Participants will understand how to cultivate followers who are able to assume both leader and follower roles as circumstances dictate.
- *Topics:*
 - Leadership for what?
 - The work of Robert K. Greenleaf
 - What Servant Leadership is
 - What a Servant-Leader does
 - The paradox of Servant Leadership
 - Listening on the Outside
 - Ethics of Servant Leadership
 - Servant Leadership and the community

D. Practical Leadership Skills

- *Description:* This course teaches multiple techniques for leading individuals and teams in a work environment that changes constantly. Particular attention is paid to skills that can be applied immediately to enhance the morale and effectiveness of their team.
- *Objective:* Leaders will gain the ability to create strong team relationships that move all employees to higher levels of contribution. They will also improve the skills of feedback and disclosure to increase trust.
- *Topics:*
 - “Industrial” versus “Emerging” mindset
 - A universe of Possibilities: 3 rules
 - Questioning: The power of “What If?”
 - What is Vision?
 - The Challenger
 - Skills for Difficult conversations
 - The Ladder of Inference
 - The art of giving feedback

E. Effective Coaching Skills

- *Description:* This course teaches the coaching process and how managers and supervisors can more effectively use their coaching sessions to align intention, behavior and impact. Key elements include planning, setting expectations, monitoring performance, and rewarding employees.
- *Objective:* This course will show managers and supervisors how to give advice, guidance, praise and bad news using a coaching model. The program will also provide participants with improved methods for giving feedback and motivating others.
- *Topics:*
 - The Art of Coaching
 - The Coaching Cycle
 - Helping Skills and Performance
 - 12 Coaching Skills
 - The Coaching “contract”
 - Coaching from a System Perspective
 - The “Action Learning” Coach
 - Coaching Ourselves

F. Critical Thinking Skills

- *Description:* Accelerated change, constant reorganization, and working with less are trends that place new demands on our ability to quickly judge and make decisions. An upgraded critical thinking tool box will enable you to meet these demands head-on.
- *Objective:* This course improves critical thinking skills to help solve problems, manage projects, and measure improvement. Participants learn how solving larger problems is better than agonizing over smaller ones, and they will become better questioners of facts, data, assumptions and other people.
- *Topics:*
 - Why Critical Thinking
 - The 9 Intellectual Standards
 - The 8 elements of Thoughts
 - Asking powerful questions
 - Biases and fallacy in everyday thinking
 - Analyzing Logic and weighting arguments
 - Inferences and blind spots
 - Thinking critically in groups

G. Conversational Leadership: Thinking Together for a Change

- *Description:* In handling complexity, organizations often forget to use the key tool of conversation leadership as a way to initiate strategic dialogues that lead to lasting change.
- *Objective:* This course improves your ability to design conversations that are change-friendly and mobilize energy to give you the results you want. Participants learn how to engineer conversations that transform attitudes and inspire action.
- *Topics:*
 - Overview of 8 Leadership models
 - Dealing with Complexity
 - Thinking together for change initiatives
 - Capacity development as Leadership
 - The 6 elements of Conv. Leadership
 - Conversational Skills for teams
 - The 7 design principle for effective conversations
 - Questioning in organizations

H. Leader-SHIFT: A Conversational Leadership Lab to Nurture Innovation

- *Description:* What if learning about leadership is not about studying a new leadership theory and instead about letting go and becoming aware of your current leadership model? What if leadership is really about creating spaces for learning to emerge through conversations as real work?
- *Objective:* This course improves the ability to lead at any level and to tap into the power of designing, hosting and convening conversations about questions that matter in order to create the results you want
- *Topics:*
 - A community of Strength
 - My “implicit” theory of Leadership
 - Unlearning about Leadership
 - The 6 key assumptions of Leader-SHIFT
 - Designing powerful “leader-shift” questions
 - Making “leader-shift” decisions with vigorous debate
 - “Leader-shift”’s Double Loop Learning
 - What’s possible now?

2. TRAIN-THE-TRAINER

A. Presentation Skills

- *Description:* The thought of giving a speech or presentation can instill instant fear in many. This course is designed to alleviate that fear by giving participants a new level of confidence. Attendees will be taught how to analyze their audience, as well as how to vary tone and voice. The class teaches how to determine when to use PowerPoint or other audio visual techniques, when to use humor, dialogue and other techniques to draw audience in.
- *Objective:* Increased confidence leading to better presentations.
- *Topics:*
 - Preparation, Delivery, Verbal/Visual Image Audit
 - Balancing Verbal and Nonverbal Messages
 - Developing and Organizing Presentation Content
 - Getting Ready for Show Time
 - Using Visual Aids and Support Materials
 - Handling Questions from the Audience
 - Managing the Presentation Environment
 - New Cool Tools for Presenters

B. Winning Briefing and Presentation Skills: Put Power, Punch and Pizzazz into Your Presentations

- *Description:* This workshop covers the skills necessary to effectively design, develop and deliver effective presentations. Whether you speak to one person or one hundred, getting the message across in a powerful and persuasive manner is essential to your success. People who present well are seen as more competent, trustworthy, likeable, confident, and successful.
- *Objective:* This course is designed to improve briefing and presentation skills through live practice and peer review. Participants will learn how to organize presentations, how to make briefings clear and concise, and practice strategies for dealing with distractions like nervousness, disruptive audiences, and technical difficulties.
- *Topics:*
 - Characteristics of successful presenters
 - The 12 most common mistakes presenters make
 - 5 steps to deal with “speakers anxiety”
 - 3 techniques for making impromptu presentations
 - 6 dynamic ways to open your presentation
 - 15 ways to keep your audiences' attention
 - Strategies for dealing with a disruptive audience
 - 7 strategies for closing your presentation

C. From PowerPoint to Powerful: Rules of Engagement for Workplace Training

- *Description:* This course is designed to teach trainers to lecture less and listen more. It will enforce that experiential learning is more effective and more likely to produce better results. Trainers will analyze the needs of their learners and create teachings tasks and learning plans to meet those needs.
- *Objective:* This course helps trainers redefine their role in the class from lecturer to facilitator of learning to lead more effective training sessions and workshops.
- *Topics:*
 - Amazing Training, Unforgettable Learning
 - The 5 Principle of the Learning Construction Site
 - The 4 practice of great trainers
 - Needs/Audience Analysis
 - Planning with Stakeholders
 - Creating Hands-on Tasks for a class
 - Sequencing and the art of Lesson Planning
 - Discussion Methods, Action Learning and other tools
 - Evaluating the Learning from your class
 - 10 Follow-up techniques to make sure it sticks

D. Powerful Training: Rules of Engagement for Workplace Training (Advanced)

- *Description:* This course is the advanced session of “PowerPoint to Powerful”. It is designed as a learning lab for trainers that have already started their transition into a non-lecturing style of teaching. The lab uses advanced “action learning” techniques as the core instructional methodology and requires attendees to bring a course they are designing into the class.
- *Objective:* Trainers redefine their role in the class from lecturer to facilitator of learning to lead more effective, interesting sessions.
- *Topics:*
 - Dialogue vs. Discussion in the class
 - Teaching the collective intelligence
 - Conflict, Controversy and Learning
 - Facilitation techniques for trainers
 - To test or not to test
 - Handling dry content and technical training
 - Teaching the stones!
 - Final words

E. The Virtual Trainer: The Art of Online Hosting and Rapid E-learning Development

- *Description:* The course will provide an overview of how to use web conferencing platforms (for online seminars), Articulate (for rapid e-learning development), Online communities (for online collaboration) and Web 2.0 tools (like Facebook, Twitter and Screenr) to enhance and extend learning. Discussion touch on Articulate, Adobe Connect, Webex, Podcasts, Wikipedia, Twitter, Facebook, Screenr, Backpack, blogs, tags among others.
- *Objective:* Attendees will have a better understanding of Web 2.0 tools and will leave with the ability to start using them to improve performance and learning experiences in their workplace.
- *Topics:*
 - Tools to improve good E-Teaching
 - Intro to web-conferencing (live and online)
 - Intro to computer-based training (non- live and online)
 - Rapid development tools for non-techies
 - Blogging and the art of using it for instruction
 - 10 free tools for sharing knowledge for the masses
 - Wiki: Online collaborative space primer
 - Using Twitter and Facebook for training purposes

F. Webinar Facilitator Certification

- *Description:* The course is made up of six 90-minute sessions, one- on-one coaching and the access to an online collaboration space. It provides an overview of how to use web-conferencing for training sessions and workplace meetings.
- *Objective:* Attendees will learn web conferencing technology, how to develop lesson plans and activities for online sessions as well as how to host online conversations and learning activities. The course is given in 4 days (six 90-minute sessions) and include One-on-One coaching + access to an online collaborative space.
- *Topics:*
 - Overview of Web Conferencing
 - 18 competencies for good webinar facilitators
 - Getting ready to teach online
 - Technical Skills: Learning the basics
 - Lesson planning and Active tasks for webinars
 - The art of Hosting Learning Conversation Online
 - Troubleshooting technical Issues
 - Best practices of great webinar presenters

3. TEAM BUILDING/COLLABORATION

A. Tools and Techniques of High-Performing Teams

- *Description:* Based on a powerful collection of 18 different tools, this course focuses on the improvement the competency of partnering (developing networks and builds alliances; collaborating across boundaries to build strategic relationships and achieve common goals), team building (inspiring and fostering team commitment, spirit, pride, and trust; facilitating cooperation and motivating team members to accomplish group goals), conflict management(managing and resolving conflicts, grievances, confrontations, and disagreements in a constructive manner to minimize negative impact.)
- *Objective:* Participants will learn to identify behaviors that improve productivity and cooperation in teams, find out about their own personal team style and learn to flex that style for maximum success. They will also learn to lead a truly collaborative conversation through more effective communication and manage team conflicts productively with a powerful collaborative negotiation process.
- *Topics:*
 - Team work as individual skill
 - The 3 levels of listening
 - The 4 dialogic roles for effective teams
 - Conversation moves of great teams
 - 5 conflict styles
 - Key negotiation principles and ideas that resolve differences
 - The 4 key conversations for new teams
 - The power of inquiry in teams

B. The Emotional Intelligence of Teams Results

- *Description:* This course focuses on new ways of improving team results through an increased role and awareness of team's emotional competence. Emotions in the workplace have earned a negative reputation. However, managed correctly, emotions are vital to any team or project. Emotional Intelligence teaches how to use emotions, in the workplace, and how to identify and work with emotions in others for maximum team results.
- *Objective:* Leaders will have a better understanding of how to read the emotions of their team members and focus on the successes of their team for higher productivity and morale.
- *Topics:*
 - The Four Steps of E.I. Learner's path
 - Building Self-awareness: Silencing, Accepting
 - Self-Regulation And Motivation: Your Energy
 - Self-Regulation And Motivation: Your Goals
 - Empathy: the Challenge of Perspective Taking
 - Four Steps for Reconciling Differences
 - Emotional Conflict Vs. Cognitive Conflict in Groups
 - New Research on E.I.

C. Get Along with Anyone, Anytime, Anywhere: Create Enduring Connections with Customers and Co-Workers

- *Description:* This program explores how good relationships and a cooperative spirit cultivate a culture that brings out the best in people and performance, keeping employees happy, energized, and productive.
- *Objective:* Participants will learn to build cooperation, likeability, and trust for a positive and productive work environment. A premium will be placed on communication skills and fostering respect and camaraderie between co-workers.
- *Topics:*
 - Building cooperation, likeability and trust
 - Increasing your “Social IQ”
 - Strategies to become totally customer-oriented (internal and external)
 - 3 guidelines for boosting everyone’s attitude
 - Giving feedback in a positive manner
 - 4 ways to avoid misunderstandings

D. Communication Skills in a Culturally Diverse Workplace

- *Description:* This workshop explores different kinds of communication strategies to interact more effectively with others in the workplace. Participants will gain insight into different communication styles and rituals and their implications for the development of interpersonal and intercultural skills.
- *Objective:* Participants will strengthen their understanding of the communication process, increase awareness of the impact that cultural differences have on verbal and non-verbal communication, and improve empathic listening and feedback skills.
- *Topics:*
 - Workplace Conflict and Differences
 - Verbal and Non-verbal Communication
 - Stereotyping, Prejudice, and Trust
 - 10 key Communication Competencies
 - Difference, Diversity and Collaboration
 - Appreciation, Esteem and Results

E. Balance, Effectiveness and Professionalism

- *Description:* This workshop explores the dynamic nature of balance and how it impacts your personal and professional success. It looks at personal responsibility, humor, letting go of those things that encumber you, and overcoming adversity.
- *Objective:* Participants will understand how to use each component of balance to their advantage, including but not limited to emotions, family, finances, health, intellect, nutrition, life purpose, spirit, and stress.
- *Topics:*
 - the Process of Balance
 - Personal and Professional Boundaries
 - Exploring the Landscape of Stress
 - The Art of Letting Go
 - Relaxation, Stress and Resilience
 - Music and Humor in your life and work

F. Practical Time Management

- *Description:* Time management takes discipline, practice, hard work, and self-awareness. One single method does not ensure success in this area, but certain skills and techniques can be employed to make better use of time and help develop key disciplines to minimize waste. This program explores these various techniques.
- *Objective:* The goal of this class is to help participants become more organized and efficient, not to worry about things that are out of one’s control, and decrease stress levels while increasing confidence.
- *Topics:*
 - Time as a resource: the big picture
 - Setting your goals: The Opportunity Map
 - The four Category of tasks and the Rush of Urgency
 - Procrastinator Lab and Finding Scraps of Time
 - Planning and Estimating Time
 - The fine art of saying “No”

G. Effectiveness for Busy People: Getting it Done with Confidence

- *Description:* Do you know where your time goes? Do you know what your contribution is to your organization? Do you handle disagreement as occasion for learning? Is your decision making process sound? Effectiveness can be learned! Inspired by the timeless classic of Peter Drucker this course provides useful tips and checkpoints to verify and improve your personal effectiveness at all levels.
- *Objective:* This course improves one's effectiveness in the workplace. Participants learn how five key areas of work can dramatically improve your ability to handle day-to-day challenges.
- *Topics:*
 - Drucker on the 5 Habits of Effectiveness
 - Where does your TIME go?
 - What are your Expected RESULTS?
 - What are your STRENGTHS?
 - Do you know what is PRIORITY one?
 - How do you manage TEAM DECISIONS?

H. I am the Boss!: A Guide to Being the Manager your Staff Members Need Through the Power of 5 Conversations and 3 New Frameworks

- *Description:* Supervisory and managerial skills are critical elements of team success. But how do you build them while getting things done? In this course we provide three helpful frameworks that can dramatically improve your ability to execute work, lead people and manage performance.
- *Objective:* This course helps new and old supervisors to become better stewards of the human capital and human resources in their teams.
- *Topics:*
 - There are no difficult employees!
 - Supervisions and the art of counseling
 - The difficult conversation about performance
 - "Dealing with Poor Performers" lab
 - The metrics of performance and the art of visioning
 - Defining a performance objective/goals in specific terms

I. Inspired Followership: A Guide to Being the Staff Member your Boss Needs

- *Description:* Do you always know how to support your boss' work? Have you ever felt that disagreeing with your supervisors is wrong? Is your work with your supervisors suffering as a result? The skill of inspired followership can help.
- *Objective:* This course improves your ability to support your boss' work and organization's mission while dealing most effectively with the hard realities of missing information, broken promises, and competing priorities. Participants learn how to deal effectively with "workplace moments of truth" by questioning facts, data and assumptions to face reality and get the results they want.
- *Topics:*
 - ENRON: Standing up to and for our Leaders
 - The Paradox of Followership
 - The Courage to Assume Responsibility
 - The Courage to Serve and Challenge
 - The 6 Practices of Effective Followership
 - Fostering a Culture of Open Communication

J. Email Management for the Messages-Drowned: Tips and Techniques for Emptying your Inbox and Getting Things Done

- *Description:* Are you drowning in email? This course is for you!
- *Objective:* This course improves your day-to-day productivity by turning your email system from a dreaded time-sucker to a trusted partner in improving your day-to-day performance. Participants learn the four categories of every email, the power of calendar, the strengths of tasks and how to take full advantage of the many tools to get things done.
- *Topics:*
 - 10 Beliefs that Limit Productivity
 - What a Meaningful Objective is
 - Only 4 kinds of Email!
 - Courtesy and Etiquette online
 - Workflow Model for effectiveness with email
 - Entry Points, tasks and meeting schedule management

K. The Art of Making Decisions: 15 Powerful Techniques for Getting into Action with Teams

- *Description:* This program gives participants the tools and the skills to develop strategies to make better decisions. Simply making good decisions is not enough. Successful outcomes depend on how one makes decisions, the process being as important as the result.
- *Objective:* Participants learn how to better use problem solving steps and tools, distinguish root causes from symptoms to identify the right solution for the right problem. They identify their individual problem solving styles and learn to think creatively and work towards creative solutions through the use of the top 15 powerful techniques of good decision -making
- *Topics:*
 - The quality of good decisions
 - Deciding how to Decide
 - The Management of "Agreement"
 - Dialectic Inquiry and Devil Advocacy
 - Consensus as collaborative Inquiry
 - 10 ways to make powerful group Decisions

L. "Everyone teaches one" and Seven Other Rapid-Fire Techniques to Improve your Team's ability to learn

- *Description:* Ever wondered how to tap into your team "tacit or unexpressed knowledge or skills"? In this class we will provide eight rapid-fire formats to help you develop your own internal, ongoing capacity of learning through peers. Peer learning programs encourage staff to share feedback, materials and support among themselves in a non-threatening and extremely effective way. Tap into your hidden knowledge resources!
- *Objective:* Participants will be able to learn fresh new ways to develop and operate an on-going, "learning capacity" development program to tap into their peers by learning ways to elicit resources, coach for success and work collaboratively as a resource to others.
- *Topics:*
 - Team Learning ability and Success
 - The Learning Conversation
 - The "After-Action" Review
 - The Reframing Game
 - The "Revolving Door" Technique
 - "Every One Teaches One" Staff Meeting

M. Good Questions: Asking Questions that Inspire Action, Lead Inquiry and move Toward the Resolution of Problems

- *Description:* People want answers but good questions are also important. With the art of asking good question you can turn normal questions into powerful tools for opening up possibilities and create a new platform for change while moving people into action.
- *Objective:* This course improves one's questioning skills to help solve problems and manage projects. Participants learn how open questions can go into four different directions and how to become agents of change through the skilled ability to question facts, data, assumptions, and other people.
- *Topics:*
 - The Secret Art of Success
 - The Power of Open Questions
 - Questions and Leadership
 - Creating a Culture of "Questioning"
 - Appreciative Inquiry in Teams
 - Questions for Difficult Conversations

N. Negotiation: Getting What We Want

- *Description:* This workshop identifies and develops the negotiating and bargaining skills necessary for today's global, dynamic business environment. Business professionals, government executives, and attorneys must be able to effectively negotiate agreement when budgets, performance standards, priorities, relationships and due dates are at stake in order to meet and exceed established organizational goals.
- *Objective:* This course improves negotiation skills of attendees through the creation of collaborative negotiations and problem solving.
- *Topics:*
 - Collaborative negotiations and a framework
 - Shifting paradigms: from arguing to problem-solving
 - Researching and Planning
 - Your negotiating strategy
 - Bargaining and Interests-based Negotiating
 - Concessions and relationship

COURSE PRICE TABLE

CODE	COURSE TITLE	DAYS	MINIMUM PARTICIPANT	MAXIMUM PARTICIPANTS	RATE PER
1A	Dialogue as Facilitative Leadership	2	12	30	\$250/day
1B	Facilitation Skills for Project Managers	3	12	30	\$250/day
1C	Servant Leadership	2	12	30	\$250/day
1D	Practical Leadership Skills	2	12	30	\$250/day
1E	Effective Coaching Skills	2	12	30	\$250/day
1F	Critical Thinking Skills	2	12	30	\$250/day
1G	Conversational Leadership	2	12	30	\$250/day
1H	Leader-SHIFT	3	12	30	\$250/day
2A	Presentation Skills	2	12	30	\$250/day
2B	Winning Briefing and Presentation Skills	2	8	15	\$250/day
2C	From PowerPoint to Powerful	2	12	30	\$250/day
2D	Powerful Training (Advanced).	2	12	30	\$250/day
2E	The Virtual Trainer	2	12	30	\$250/day
2F	Webinar Facilitator Certification	4	8	30	\$325/day
3A	Tools and Techniques of High-performing Teams	3	12	30	\$250/day
3B	The Emotional Intelligence of Team Results	2	12	30	\$250/day
3C	Create Enduring Connections with Customers and Co-Workers	2	12	30	\$250/day
3D	Communication Skills in a Culturally Diverse Workplace	2	12	30	\$250/day
3E	Balance Effectiveness and Professionalism	2	12	30	\$250/day
3F	Practical Time Management	2	12	30	\$250/day
3G	Effectiveness for busy people	1	12	30	\$250/day
3H	I am the boss!	2	12	30	\$250/day
3I	Inspired Followership	1	12	30	\$250/day
3J	Email Management for the Messages-drowned	½	12	60	\$80/½ day
3K	The Art of Making Decisions	½	12	60	\$80/½ day
3L	Everyone Teaches One	½	12	60	\$80/½ day
3M	Good Questions	½	12	50	\$80/½ day
3N	Negotiation: getting what we want	2	12	30	\$250/day

OUR JOB CATEGORIES

Over the years, in order to add more flexibility and adaptability to our course listings, we have added the following 10 job categories to our MOBIS schedule.

We present them to you to give you a sense of the range of all possible contracting solutions available to us in order to support you in accomplishing your organizational learning objectives.

JOB CATEGORIES DESCRIPTIONS 874-4

Senior Instructor

- *Qualifications:* Bachelor's Degree and 8 years project-related experience.
- *Job Summary:* Coordinates training specialists/analysts in the development of training products; and in providing training services, including training course/ curricula design and definition. Must possess knowledge in required subject matter. Must have experience in instructional design, adult learning strategies, courseware and systematic performance validation related directly to training facilitation and have experience in subject matter best practices and implementation.

Senior Course Developer

- *Qualifications:* Bachelor's Degree and 4 years project-related experience.
- *Job Summary:* Development of curriculum and preparation of printed instructional material. Must possess knowledge in required subject matter. Must have experience in instructional design, adult learning strategies, courseware and systematic performance validation related directly to training facilitation and have experience in subject matter best practices and implementation.

Sr. Instructional Designer/Writer

- *Qualifications:* Bachelor's Degree and 8 years project-related experience.
- *Job Summary:* Research/review materials. Conduct needs analysis and task analysis. Create story boards. Write and design training materials that may be in the form of self-instructed modules, online- learning, performance support materials, or instructor-led-training in keeping with the principles of adult learning, and adhering to instructional design standards. Writes drafts keeping in mind curriculum planning and development, collaborating on content with the subject matter expert. Ensures the tone and language are appropriate for the target audience. Continuously interacts with project manager to ensure input, feedback and quality end product. Proficient in Microsoft Office and HTML.

Instructional Designer/Writer

- *Qualifications:* Bachelor's Degree and 4 years project-related experience.
- *Job Summary:* Develop project documentation, project schedules and various planning and implementation documents. Develops technical content of documentation and standards. Utilizes word processing and desktop publishing software to produce User Manuals, Programmer Manuals, System Manuals, Installation Guides, On-line Help and Training Guides or Course Materials. Drafts technical reports, proposals, manuals and technical instructions.

Course Developer

- *Qualifications:* Bachelor's Degree and 5 years project-related experience.
- *Job Summary:* Develop, publish, and maintain course development standards and adult learning strategies for use when developing instructor-led and technology-based training. Manage course development process and integrate instructional design standards, adult learning strategies and graphics into the scope of work for consulting projects in collaboration with project team personnel. Design and develop technology-based training, as needed using Articulate, Captivate, Flash, HTML and RoboHelp. Communicate with client as needed throughout the consulting project, including travel to client site as necessary. Ensure timely and appropriate completion of course development.

Multimedia Programmer

- *Qualifications:* Bachelor's Degree and 5 years project-related experience.
- *Job Summary:* Performs direct technical work on projects. Works under supervision and codes, installs, operates, uploads, maintains, configures, troubleshoots, and repairs the system. Knows Experience with SQL, Visual Basic, Java Script, HTML, Access, Java, C, C++, Visual C++, Visual Basic. NET, Pascal, Python, PHP, LISP, Unix, Apache, My SQL, Flash.

Web/Graphic Designer

- *Qualifications:* Bachelor Degree and 4 years project-related experience.
- *Job Summary:* Builds and installs web sites. Creates, designs, develops graphics files. Must know HTML, Photoshop, Flash, and Illustrator.

JOB CATEGORIES DESCRIPTIONS 874-2

Facilitator

- *Qualifications:* Bachelor's Degree and 10 years project-related experience.
- *Job Summary:* Specializes in facilitation of working group and team processes with demonstrated problem solving skills and abilities to elicit participation and openness. Designs, develops and conducts customized events for staff groups with group size ranging from an individual team to a group or division. Responsible for the planning of the agenda, the exploration of the purpose of the event through one-on-one interviews or other group processes; for conducting preliminary business analysis with subject matter experts; for analyzing needs for process improvement, business activity requirements, and business scenarios; for orchestrating the flow of facilitated event by helping the group stay on track, ensuring participation, building consensus and stewarding decision making processes. Responsible for working actively to manage group conflict and handle disruptive behaviors. Duties include reporting meeting output to stakeholders and supporting facilitated meeting follow-up activities. Expertise in customized team building/staff development design & delivery, organization development Initiative, customized group processes, strategic planning, brain storming and focused conversations.

Assistant Facilitator

- *Qualifications:* Bachelor's Degree and 4 years project-related experience.
- *Job Summary:* Specializes in facilitation of working group and team processes with demonstrated problem solving skills and abilities to elicit participation and openness. Design, develop and conduct customized events for staff groups with group size ranging from an individual team to a group or division. Assists facilitator in orchestrating the flow of facilitated event, by helping the group stay on track, ensuring participation, building consensus and stewarding decision making processes. Responsible for working actively to manage group conflict and handling disruptive behaviors. Expertise in customized team building/staff development design & delivery, organization development Initiative, customized group processes, strategic planning, brain storming and focused conversations.

Coach

- *Qualifications:* Master's Degree (or equivalent in training/experience), International Coaches Federation (ICF) accredited (or advanced coaches training equivalent) and seven years of experience.
- *Job Summary:* Provides leadership development coaching to develop and strengthen leadership competencies, including effective communication, leading a diverse workforce, strategic thinking, coalition building and leading change.

JOB CATEGORIES HOURLY RATES

S.I.N.	Job Category Title	Hourly Rate
874-4	Senior Course Developer	\$125/hour
874-4	Senior Instructor	\$125/hour
874-4	Sr. Instructional Designer/Writer	\$115/hour
874-4	Instructional Designer/Writer	\$95/hour
874-4	Course Developer	\$110/hour
874-4	Multimedia Programmer	\$110/hour
874-4	Web/Graphic Designer	\$110/hour
874-2	Facilitator	\$225/hour
874-2	Assistant Facilitator	\$185/hour
874-2	Coach	\$340/hour

Contract Period: August 12, 2009 through August 11, 2014

Business Size: Small Business DUNS: 791028579 Tax ID 41-2207268

Awarded Special Item Numbers FSC: MOBIS 874

Max order: \$1,000,000.00 Minimum order: \$100.00

Geographic Coverage: 50 states; District of Columbia; Puerto Rico

Federal Government price is list price minus 10% discount.

Commercial credit cards are accepted below and at purchase threshold.

Government purchase cards are accepted beyond purchase threshold.

NAICS CODES

541611 - Administrative Management and General Management Consulting Services

611410 - Business and Secretarial Schools

611420 -Computer Training

611430 - Professional and Management Development Training

611710 - Educational Support Services



ParticipAction's GSA MOBIS (Mission-Oriented Business Integrated Services) contract (#GS-02F-0168V) provides professional services identified according to the GSA Special Item Number (SIN) 874-2, Facilitation Services and (SIN) 874-4, Training Services: Instructor-Led Training, Web-Based Training and Education Courses, Course Development and Test Administration.