

General Services Administration Federal Supply Service Authorized Federal Supply Schedule Price List

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Schedule: 874 MOBIS

SOL: 2FYA-AR-060001-B

Small Business

Contract Number: GS-02F-0010V

Contract Period: 10/1/2008 - 07/24/2012

"We are a Global Registered Education Provider with Project Management Institute and experts in Organizational Development and Behavior. We are a vendor with expertise in project management and professional development skills. We prepare your staff with skills in all areas of project management including the PMP Certification as well as professional development skills. You will experience excellent instructors and solid content to make positive changes to behavior and performance."



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The Mathis Group

GSA Contractor: GS-02F-0010V

Project Management Institute - Registered Global Education Provider

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GSA Course Price List

I-FSS-600 CONTRACT PRICE LIST

GSA Net Price List

Project Management Training Courses

Course Name	Price Per Person	Length	Min	Max
PMP® Exam Prep Boot Camp (onsite)	\$995	4 Day	16	50
PMP® Exam Prep Boot Camp (onsite) <i>Includes retesting fee</i>	\$1,400	4 Day	12	50
PMP® Exam Prep Boot Camp (public) <i>Includes retesting fee</i>	\$1,850	4 Day	1	100
Project Management Fundamentals	\$165	1/2 Day	14	40
Project Management Fundamentals	\$208	1 Day	14	40
Comprehensive Project Management	\$386	2 Day	14	40
Mastering Project Management	\$535	3 Day	14	40
Advanced Skills on Project Interviewing, Risk, and Negotiation	\$386	2 Day	14	40
Agile Project Management: Succeeding in a Project Filled with Uncertainty and Change	\$386	2 Day	14	40
Business Analysis Fundamentals	\$386	2 Day	14	40
Creating a Successful Project Business Case	\$208	1 Day	14	40
Creating a Successful Project Business Case	\$386	2 Day	14	40
Dealing with Conflict and Negativity in a Project Management Environment	\$386	2 Day	14	40
Executives Managing Projects in the 21st Century	\$208	1 Day	14	40
Microsoft Project 2007 Basics	\$208	1 Day	14	40
Microsoft Project 2007 Intermediate	\$208	1 Day	14	40
Proactive Communication and Interview Skills for Gathering Business Requirements	\$208	1 Day	14	40
Program Management	\$386	2 Day	14	40
Project Change Management: How to Implement, Track, and Control Project Changes	\$386	2 Day	14	40
Project Change Management: A Systematic Approach to Controlling Project Changes	\$535	3 Day	14	40
Project Communication Management	\$386	2 Day	14	40

Course Name	Price Per Person	Length	Min	Max
Project Cost Management	\$208	1 Day	14	40
Project Human Resource Management: How to Staff a Project Team	\$386	2 Day	14	40
Project Integration Management	\$535	3 Day	14	40
Project Management Concepts	\$386	2 Day	14	40
Project Management Office (PMO): Creating a Center of Excellence for Efficient Project Delivery	\$386	2 Day	14	40
Project Monitoring, Evaluation, and Oversight	\$386	2 Day	14	40
Project Performance Management	\$386	2 Day	14	40
Project Procurement Management	\$208	1 Day	14	40
Project Quality Assurance, Monitoring and Auditing	\$386	2 Day	14	40
Project Quality Management	\$386	2 Day	14	40
Project Risk Management	\$386	2 Day	14	40
Project Risk Management Advanced	\$386	2 Day	14	40
Project Scheduling	\$386	2 Day	14	40
Project Scope Management	\$386	2 Day	14	40
Project Time Management	\$386	2 Day	14	40
Successful Negotiation In A Project Management Environment	\$386	2 Day	14	40
Use Case Modeling	\$386	2 Day	14	40
Vendor Management: Managing, Monitoring, and Controlling Vendor Relationships	\$535	3 Day	14	40
Project Management 90 Hour Intensive Part 1	\$1,785	4.5 Day	14	40
Project Management 90 Hour Intensive Part 2	\$1,785	4.5 Day	14	40
Project Management 90 Hour Intensive Part 3	\$1,785	4.5 Day	14	40
Project Management 120 Hour Intensive Part 1	\$2,342	4.5 Day	14	40
Project Management 120 Hour Intensive Part 2	\$2,342	4.5 Day	14	40
Project Management 120 Hour Intensive Part 3	\$2,342	4.5 Day	14	40
Project Management 120 Hour Intensive Part 4	\$2,342	4.5 Day	14	40
CD - Consultant on Project Management 14 PDU's of Desktop Training	\$537 EA	N/A	N/A	N/A

Online Project Management Courses

Course Name	Price Per Person
PMP® Exam Prep Boot Camp	\$390.00
Project Management Fundamentals	\$90.00
Project Monitoring, Evaluation, and Oversight	\$190.00
Project Risk Management	\$190.00
Vendor Management	\$275.00
Microsoft Project 2003 Intermediate	\$90.00
Microsoft Project 2007 Basics	\$90.00
Microsoft Project 2007 Intermediate	\$90.00
Creating a Successful Project Business Case	\$190.00
Project Cost Management	\$90.00
Project Communication Management	\$190.00

Professional Development Training Courses

Course Name	Price Per Person	Length	Min	Max
21st Century Consulting	\$208	1 Day	14	40
Advanced Sales Skills	\$208	1 Day	14	40
Advanced Team Building	\$386	2 Day	14	40
Balanced Scorecard Fundamentals	\$208	1 Day	14	40
Business Writing: Putting Your Thoughts on Paper	\$208	1 Day	14	40
Coaching and Counseling Professionals	\$208	1 Day	14	40
Coaching, Counseling, and Mentoring	\$386	2 Day	14	40
Comprehensive Team Leadership	\$208	1 Day	14	40
Conducting Effective Performance Appraisals	\$208	1 Day	14	40
Conducting Effective Performance Appraisals	\$386	2 Day	14	40
Conflict Management	\$386	2 Day	14	40
Confronting Direct Reports	\$386	2 Day	14	40
Consultative Selling Skills	\$208	1 Day	14	40
Creating a Positive Work Environment	\$208	1 Day	14	40
Creating Superior Customer Value	\$208	1 Day	14	40
Delivering Customership	\$386	2 Day	14	40
Delivering Superior Customer Service	\$208	1 Day	14	40
Directing Others	\$386	2 Day	14	40
Driven for Results	\$386	2 Day	14	40

Course Name	Price Per Person	Length	Min	Max
Effective Problem Solving	\$208	1 Day	14	40
Empower or Perish	\$208	1 Day	14	40
Ethics in the Workplace	\$208	1 Day	14	40
How to Increase Communication	\$208	1 Day	14	40
How to Increase Communication	\$386	2 Day	14	40
Leadership: The Lost Art of Leadership	\$208	1 Day	14	40
Marketingology: How to Market to Your Target Niche for Profit	\$386	2 Day	14	40
Motivating Others	\$386	2 Day	14	40
Negotiate Like a Pro	\$208	1 Day	14	40
Performance Improvement: Impacting the Quality of Your Organization	\$208	1 Day	14	40
Performance Management: The Art of Getting Maximum Performance from Every Worker	\$208	1 Day	14	40
Present Like a Pro: Proven Techniques for Creating Presentations and Getting Results	\$208	1 Day	14	40
Present Like a Pro: Proven Techniques for Creating Presentations and Getting Results	\$386	2 Day	14	40
Purpose Driven Leadership	\$386	2 Day	14	40
Retaining Customers for Life	\$208	1 Day	14	40
Serving Internal Customers Through Outstanding Customer Service	\$208	1 Day	14	40
Strategic Planning: Dreaming a New Dream	\$208	1 Day	14	40
Strategic Planning: Dreaming a New Dream	\$386	2 Day	14	40
Successfully Dealing with Conflict	\$208	1 Day	14	40
Successfully Handling Change	\$208	1 Day	14	40
Successfully Managing People in the 21st Century	\$208	1 Day	14	40
Successfully Managing People in the 21st Century	\$386	2 Day	14	40
Successfully Managing People in the Technical Industry	\$386	2 Day	14	40
Time Management: Controlling Your Time	\$208	1 Day	14	40
Team Building 101	\$208	1 Day	14	40
Total Quality in the 21st Century	\$208	1 Day	14	40
Tough Minded Leadership	\$208	1 Day	14	40
Tough Minded Facilitation	\$386	2 Day	14	40
What Makes Your Organization Tick?	\$386	2 Day	14	40

Project Management Training Course Outlines

Title of Course:	PMP® Exam Prep Boot Camp <i>(onsite Boot Camp at your location; does not include full guarantee)</i>	Length of Course (# of Days/Hours):	
		4 Days – 35 PDU's	
Price Per Person:	\$995.00	Minimum Number of Participants:	16
		Maximum Number of Participants:	50
Most Favored Customer(MFC) Price Per Person:	\$1,400.00 <i>(with 12 student minimum)</i>	Government Discount from MFC Price:	32%
Commercial Price Per Person:	\$1,850.00	MFC Discount from Commercial Price:	24%
Price per each additional participant in excess of the minimum (if applicable):		\$995.00	
Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.		

Course Description: This fast paced boot camp prepares each participant with all the core competencies to pass the PMP® the first time. We teach you the terms, processes and skills to pass the course with minimal post course study. Also, learn methodologies for taking national tests. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

What You Receive:

- *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition*
- *PMP® Study Guide 6th Edition* by Kim Heldman (includes software)
- The Mathis Group's course workbook
- Flash cards and other study materials
- **Free** online simulation tests & 14+ in class practice tests

Course Objectives:

5 process groups:

- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

The Mathis Group PMP® Exam Guarantee:

In the unlikely event you do not pass the PMP® exam in three attempts within 180 days of taking the original course, The Mathis Group will refund the \$995 course fee.

(Continued on next page)

9 knowledge areas:

- Project Integration Management
 - Project Scope Management
 - Project Time Management
 - Project Cost Management
 - Project Quality Management
 - Project Human Resource Management
 - Project Communications Management
 - Project Risk Management
 - Project Procurement Management
-
- Professional and Social Responsibility
 - Test-taking strategies and techniques
 - Project Management definitions, process charts and formulas
 - Practice exams, scenarios and activities

Title of Course:	PMP® Exam Prep Boot Camp <i>(onsite Boot Camp at your location)</i>	Length of Course (# of Days/Hours): 4 Days – 35 PDUs	
Price Per Person:	\$1,400.00 <i>(includes retesting fee)</i>	Minimum Number of Participants:	12
		Maximum Number of Participants:	50
Most Favored Customer(MFC) Price Per Person:	\$1,800.00 <i>(with 10 student minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$2,450.00	MFC Discount from Commercial Price:	27%
Price per each additional participant in excess of the minimum (if applicable):		\$1,250.00	
Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.		

Course Description: This fast paced boot camp prepares each participant with all the core competencies to pass the PMP® the first time. We teach you the terms, processes and skills to pass the course with minimal post course study. Also, learn methodologies for taking national tests. This course will follow the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*.

What You Receive:

- *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition*
- *PMP® Study Guide 6th Edition* by Kim Heldman (includes software)
- The Mathis Group’s course workbook
- Flash cards and other study materials
- **Free** online simulation tests & 14+ in class practice tests

Course Objectives:

5 process groups:

- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

The Mathis Group PMP® Exam Guarantee:

In the unlikely event you do not pass the PMP® exam the first time, The Mathis Group will pay for your second attempt within 30 days. If you do not pass the PMP® exam the second time, we will pay for the third attempt within 30 days. If you do not pass the PMP® exam after three attempts, we will refund the balance of the seminar price to you!

(Continued on next page)

9 knowledge areas:

- Project Integration Management
 - Project Scope Management
 - Project Time Management
 - Project Cost Management
 - Project Quality Management
 - Project Human Resource Management
 - Project Communications Management
 - Project Risk Management
 - Project Procurement Management
-
- Professional and Social Responsibility
 - Test-taking strategies and techniques
 - Project Management definitions, process charts and formulas
 - Practice exams, scenarios and activities

Title of Course:	PMP® Exam Prep Boot Camp <i>(attending one of The Mathis Group's public Boot Camps)</i>	Length of Course (# of Days/Hours): 4 Days – 35 PDUs	
Price Per Person:	\$1,850.00 <i>(includes retesting fee)</i>	Minimum Number of Participants:	1
		Maximum Number of Participants:	100
Most Favored Customer(MFC) Price Per Person:	\$2,200.00 <i>(with 3 student minimum)</i>	Government Discount from MFC Price:	24%
Commercial Price Per Person:	\$2,450.00	MFC Discount from Commercial Price:	10%
Price per each additional participant in excess of the minimum (if applicable):		\$1,850.00	
Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.		

Course Description: This fast paced boot camp prepares each participant with all the core competencies to pass the PMP® the first time. We teach you the terms, processes and skills to pass the course with minimal post course study. Also, learn methodologies for taking national tests. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

What You Receive:

- *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition*
- *PMP® Study Guide 6th Edition* by Kim Heldman (includes software)
- The Mathis Group's course workbook
- Flash cards and other study materials
- **Free** online simulation tests & 14+ in class practice tests

Course Objectives:

5 process groups:

- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

The Mathis Group PMP® Exam Guarantee:

In the unlikely event you do not pass the PMP® exam the first time, The Mathis Group will pay for your second attempt within 30 days. If you do not pass the PMP® exam the second time, we will pay for the third attempt within 30 days. If you do not pass the PMP® exam after three attempts, we will refund the balance of the seminar price to you!

(Continued on next page)

9 knowledge areas:

- Project Integration Management
 - Project Scope Management
 - Project Time Management
 - Project Cost Management
 - Project Quality Management
 - Project Human Resource Management
 - Project Communications Management
 - Project Risk Management
 - Project Procurement Management
-
- Professional and Social Responsibility
 - Test-taking strategies and techniques
 - Project Management definitions, process charts and formulas
 - Practice exams, scenarios and activities
 -

Title of Course:	Project Management Fundamentals	Length of Course (# of Days/Hours): ½ Day – 3.5 PDUs	
Price Per Person:	\$165.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$264.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	38%
Commercial Price Per Person:	\$371.00	MFC Discount from Commercial Price:	29%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This half-day course focuses on ways to gather requirements from your customer by using detailed questions. Participants will examine change and ways to control it, risk analysis, communication, and ways to disarm and control conflict. In addition, this course uses four case studies to allow participants to instantly apply the principals within an organizational setting. This course will follow Project Management Institute’s nine knowledge areas of the *PMBOK® Guide*. 3.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the process for gathering requirements
- Understand the interview funnel
- Determine benefits of conducting a requirements interview
- Design interview questions for gaining all requirements
- Explore the change control process
- Discuss integrated change control
- Review guidelines for exploring change
- Define risks and explore solutions
- Discuss categories of risk
- Understand the communication plan process
- Explore the three types of communication
- Discuss guidelines in creating a communication plan
- Define conflict and confrontation strategies

(Continued on next page)

- Discuss the seven stages of intergroup conflict
- Examine eight of the most common times for conflict

Title of Course:	Project Management Fundamentals	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project’s scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts. This course will follow the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 6.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the six step project management process
 - Understand the project’s life cycle
 - Determine five ways to give proper leadership within culture
 - Design an agenda for the first project team meeting
 - Identify the triple constraints of every project
 - Demonstrate interviewing techniques that will assist in determining project specifics
 - Review constraint red flags to watch
 - Show how to set, control and monitor project scope
 - Summarize major areas to brainstorm
 - Classify who to place on your project team
 - Label role descriptions and project responsibilities when you have no position power
 - Facilitate brainstorming and planning meetings
- (Continued on next page)*

- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a Work Breakdown Structure
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Assess how to crash a project
- Implement close down checklists and handoff procedures

Title of Course:	Comprehensive Project Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive two-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project’s scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts. This course will follow the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the six step project management process
- Understand the project’s life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control, and monitor project scope
- Summarize major areas to brainstorm
- Classify who to place on your project team

(Continued on next page)

- Label role descriptions and project responsibilities when you have no position power
- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a Work Breakdown Structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Review who should be communicated to
- Evaluate the results of poor communication Continued on next page
- Identify a checklist for team meetings
- Analyze signs of poor updates
- Describe ways to communicate bad news
- Classify how to manage the project through influence rather than power
- Summarize danger signals to watch
- Assess how to crash a project
- Implement close down checklists and handoff procedures
- Identify phase out of the project
- Conduct a Post Mortem

Title of Course:	Mastering Project Management	Length of Course (# of Days/Hours): 3 Days – 19.5 PDUs	
Price Per Person:	\$535.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$650.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$780.00	MFC Discount from Commercial Price:	17%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive three-day course includes applicable hands-on activities and team exercises which will reinforce project management core competencies. This will provide the participants with the ability to move their project management knowledge and skill level higher with techniques to run projects faster and more effectively. This course will follow the Project Management Institute’s five process groups and nine knowledge areas of *PMBOK® Guide*. 19.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Understand the 5 process groups and 9 knowledge areas of project management
- Identify the benefits of project management
- Understand the project manager’s role in project management
- Define project charter
- Identify and detail the scope of a project including scope statement and scope definition
- Discuss scope verification and scope control
- Identify and detail the work breakdown structure of a project including decomposition, milestones, critical path
- Define activity sequencing and various tools: precedence diagramming method, arrow diagramming method, conditional diagramming methods
- Examine various estimating tools: analogous estimating, parametric estimating, PERT estimating, etc.
- Examine tools for schedule development including critical path method, duration compression, simulation, and critical chain method

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- Discuss schedule control
- Discuss cost estimating and cost budgeting
- Discuss cost control
- Discuss quality planning and examine tools such as benefit cost analysis, benchmarking, and flow charting
- Examine communication planning
- Examine risk management planning and detail a risk management plan
- Detail tools for risk identification: brainstorming, interviewing, SWOT analysis, Delphi technique, etc.
- Discuss risk monitoring and control
- Define and detail procurement planning
- Examine contract types: fixed price, cost reimbursable, time and materials, unit price, and target price
- Discuss the solicitation process
- Examine bidder conferences
- Define and detail project team: characteristics of effective and ineffective teams, destructive and supportive roles of team members, team motivation, team development
- Define and detail performance reporting
- Define and detail earned value analysis including schedule variance, cost variance, cost performance index, schedule performance index, etc.
- Examine the process of closing a project including contract closure

Title of Course:	Advanced Skills On Project Interviewing, Risk, and Negotiation	Length of Course (# of Days/Hours): 2 Days – 15 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course focuses on ways to use communication to gather detailed information from the customer, analyze the information, and expedite the outcomes desired by the customer. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and provide insight to different communication styles. Participants will learn how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program is examined as defining the probability of the project. This course also examines risk identification, risk communication, and risk planning. In addition, this course examines the strategies of successful negotiation throughout the project’s life cycle. Attendees will learn the value of successful negotiation, the negotiation process, and different negotiation models. This course will include examples of negotiation over scope, deadlines, change, and getting the best price from your vendor. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 15 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Interviewing Module

- Develop ways to increase understanding
- Compare kinds of communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Discuss how to match your body language and the message

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- Detail characteristics of a poor listener
- Predict obstacles of listening
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Create questions which explore the customer's desires and requirements
- Identify ways of asking questions which open up communication
- Explore feedback techniques for clarifying the real message being given from the customer
- Determine which follow up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine true requirements of the customer
- Develop a sequence of questions which encourages customers to give information freely
- Evaluate the best feedback technique to use in mirroring the requirements back to the customer for approval
- Analyze interview skills that will give insight into any project
- Discuss which areas to brainstorm when doing a client project
- Brainstorm how to set project objectives that are measurable and realistic
- Discuss collecting data and information

Negotiation Module

- Define and detail negotiations in projects including interpersonal negotiations and contract negotiations
- Detail the negotiation process
- List and examine negotiation strategies
- Learn preparation techniques for negotiation
- Learn how to lead the negotiation process
- Learn how to deal with the other party's negative tactics
- Learn how to align the support of others before, during and after the negotiation
- Identify communication skills needed for successful negotiation
- Analyze win-win negotiations
- Create strategies for controlling conflict in negotiation
- Learn negotiating to resolve conflict
- Learn how to negotiate with your project team
- Learn negotiation skills for purchasing
- Examine how to use BAFO to your advantage

Risk Module

- Conducting risk analysis
- Confronting the attitudes on risk
- Techniques to confronting risk
- Ranking
- Performance risk
- System risk
- Process risk
- Data gathering
- Evaluating plans

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- Managing risk plans
- Transferring risk
- Monitoring risk
- Risk teams
- Special response team
- Risk trade off
- Define the six major processes of risk management
- Detail the process of risk management planning
- Detail the process of risk identification
- Detail the process of qualitative risk analysis
- Detail the process of quantitative risk analysis
- Detail the process of risk response planning
- Detail the process of risk monitoring and control

Title of Course:	Agile Project Management: Succeeding In A Project Filled With Uncertainty and Change	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: *Agile Project Management* officially began in 2001 and has become a popular project management approach. Examine the focus of energizing, empowering, and enabling project teams to provide customer value in a very efficient manner. Examine the value and process of actively involving the customer in the project. Explore the actions of responding to change in the project while focusing on delivering high customer value. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define agile project management
- Identify the success factors of agile project management
- Identify the principles of agile project management
- Identify the general practices of agile project management
- Examine the role of the project manager in agile project management
- Examine the role of the project team in agile project management
- Examine the role of the customer in agile project management
- Examine customer value in agile project management
- Examine strategies of agile project management
- Analyze the planning in agile project management
- Analyze estimating in agile project management
- Analyze scheduling in agile project management
- Analyze tracking and communication in agile project management

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- Analyze risk and changes in agile project management
- Examine an agile project management model

Title of Course:	Business Analysis Fundamentals	Length of Course (# of Days/Hours): 2 Days – 14 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: *Business Analysis Fundamentals* is a two-day course which provides foundational skills in business analysis. Students will learn the basic roles of stakeholders and how to gather real requirements from each stakeholder; allow requirements gathering to influence the business case; and use communication techniques to strengthen stakeholder relationships throughout the entire project process. The course aligns with *A Guide to Business Analysis Body of Knowledge (BABOK®)*, 2nd edition. 14 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Learn the history of business analysis
- Understand how business processes may be improved
- Explore the systems development life cycle
- Identify stakeholders and their roles
- Define the business analyst role
- Define business analyst competencies
- Define key terms used in business analysis
- List and define BABOK®’s knowledge areas
- Define and detail business analysis planning and monitoring
- Explore estimation techniques
- Explore decision analysis, financial analysis, and risk analysis

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- Define and detail business analysis elicitation
- Explore techniques for conducting elicitation
- Define and detail requirements management and communication
- Explore techniques for managing requirements traceability
- Define and detail enterprise analysis
- Define business need
- Define and model approaches including waterfall, vee, agile, rad, legacy, prototype, evolutionary, and spiral
- Define business case
- Define and detail requirements analysis
- Explore techniques for prioritizing requirements
- Explore models for requirement analysis
- Define and detail solution assessment and validation
- Explore validation techniques

Title of Course:	Creating A Successful Project Business Case	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive one-day course will focus on the business case. Learn what a business case is, what it includes, why it is necessary for successful project management and how to develop a business case for every project. Learn how to conduct a business case review to ensure your project’s success. This course will follow the Project Management Institute’s nine knowledge areas of PMBOK® Guide. 6.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define business case
- Identify purpose of a business case
- Define and detail project charter
- Define content areas of a business case
- Detail areas of document objectives, reasons, benefits and benefits realization
- Detail areas of timescale, costs and investment appraisal
- Define and detail sensitivity analysis
- Examine the building/creation of a business case
- Examine methods of developing a business case
- Examine different formats for a business case
- Examine business case templates
- Define business case review
- Examine questions to ask during a business case review
- Define inputs and outputs from a business case review

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- Examine options after a business case review
- Identify levels of responsibility with a business case
- Analyze a business case example

Title of Course:	Creating A Successful Project Business Case	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive two-day course will focus on the business case. Learn what a business case is, what it includes, why it is necessary for successful project management and how to develop a business case for every project. Learn how to conduct a business case review to ensure your project’s success. This course will follow the Project Management Institute’s nine knowledge areas of PMBOK® Guide. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define business case
- Identify purpose of a business case
- Examine the relationship between organizational strategy and the business case
- Define and detail project charter
- Define content areas of a business case
- Detail areas of document objectives, reasons, benefits and benefits realization
- Detail areas of timescale, costs and investment appraisal
- Define and detail sensitivity analysis
- Define estimating concepts and detail four models of estimating
- Define and detail project data collection
- Examine hard and soft data
- Examine strategies for converting data to monetary values
- Detail five steps to converting data to monetary values
- Define and detail return on investment (ROI)

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- Define and detail benefit/cost ratio, payback period, net present value, internal rate of return
- Examine the building/creation of a business case
- Examine methods of developing a business case
- Examine different formats for a business case
- Examine business case templates
- Define business case review
- Examine questions to ask during a business case review
- Define inputs and outputs from a business case review
- Examine options after a business case review
- Identify levels of responsibility with a business case
- Analyze a business case example

Title of Course:	Dealing with Conflict and Negativity in a Project Management Environment	Length of Course (# of Days/Hours): 2 Days – 14 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive two-day course will focus on ways to reduce professional or personal conflict and negativity. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will learn how to turn around negative situations in the workplace. They will receive clear steps of action for getting to the root of the conflict. Attendees will examine why negative situations ripple into every area of the organization. They will discover ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined. They will create approaches which will turn a negative situation into an optimistic workforce. 14 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility

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- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends
- Examine definition of negativity
- Analyze the cost of negativity in U.S. organizations
- Evaluate the challenges of the modern workplace
- Formulate a five step approach in examining negativity
- Review the CIA way negativity grows
- Explore the inner/personal dialog
- Identify the family influence
- Assess ways for rebuilding trust
- Discuss situational, habitual, and chronic negativity
- Discuss the effect of someone else's negativity on you
- Create stair steps toward negativity
- Comprehend results of negativity
- Compare ways in dealing with the negaholics
- Understand rules for confronting negativity
- Analyze how to break the victim complex
- Define ways to impact negative culture
- Discuss how to fight personal negativity
- Create an action plan

Title of Course:	Executives Managing Projects In The 21st Century	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive one-day course will focus on ways executives can run projects faster and more effectively. This course will recommend a six-phase process and numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project’s scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts. 6.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the six step project management process
 - Understand the project’s life cycle
 - Determine five ways to give proper leadership within culture
 - Design an agenda for the first project team meeting
 - Identify the triple constraints of every project
 - Define the project drivers
 - Demonstrate interviewing techniques that will assist in determining project specifics
 - Review constraint red flags to watch
 - Show how to set, control, and monitor project scope
 - Summarize major areas to brainstorm
 - Classify who to place on your project team
 - Label role descriptions and project responsibilities when you have no position power
 - Facilitate brainstorming and planning meetings
- (Continued on next page)*

- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a Work Breakdown Structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Assess how to crash a project
- Implement close down checklists and handoff procedures
- Create action plan

Title of Course:	Microsoft Project 2007 Basics	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course is focused on helping individuals who use Microsoft Office Project Professional 2007. The course will cover the critical skills necessary to create and modify a project plan file in Microsoft Project. Various skills related to the project plan that will be addressed include creating tasks, managing resources, and organizing resource assignments. By the end of this course attendees will be able to create a project plan file containing tasks and organize these tasks in a work breakdown structure containing task relationships. They will also be able to create and assign resources and finalize the project to implement the project plan.
6.5 PDUs

Method of teaching: *Students will use Microsoft Project 2007 Professional to work through example modules and create their own project plan.*

Course Objectives:

- Create a Project Plan File
- Create and Assign a Project Calendar
- Add Tasks to the Project Plan File
- Add a Project Summary Task
- Add a Recurring Task
- Enter Task Duration Estimates
- Create a Work Breakdown Structure (WBS)
- Outline WBS Tasks
- Link Dependent Tasks
- Identify Deliverables in the Project Plan File

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- Constrain WBS Tasks
- Set a Task Deadline
- Input Project Resources and Costs
- Create a Resource Calendar
- Assign Resources
- Assign Additional Resources to a Task
- Resolve Resource Conflicts
- View the Critical Path
- Shorten the Project Duration
- Save a Baseline
- Display Project Summary Information
- Finalize the Project Plan

Title of Course:	Microsoft Project 2007 Intermediate	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course will build upon the basic skills students learned in the Microsoft Project 2007 Basics course. This course will go beyond simply preparing a Project Plan and actually look at the skills needed to use Microsoft Project during the Project Implementation phase. By the end of this course, students will be able to exchange project plan data with other software applications, update current and past project plans, produce custom reports in a variety of Medias, and reuse project plan information in other current or future projects. 6.5 PDUs

Method of teaching: *Students will use Microsoft Project 2007 Professional to work through example modules and create their own project plan.*

Course Objectives:

- Import/Export Project Plan Data with other Software Programs
- Import a Task List from an Excel File into a New Project Plan
- Create a Custom Import Map
- Export Project Plan Cost Data into Excel
- Copy a Picture into a Word Document
- Enter Task Progress Information
- View Task Progress
- Split a Task
- Reschedule a Task
- Filter a Task in a Project Plan
- Save an Interim Project Plan

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- Create a Custom Table
- Add Custom Columns to a Table
- Hyperlink Document to Tasks
- Create a Custom Report
- Modify a Custom Report's Header and Footer
- Add a Picture to a Report
- Modify a Custom Report's Margins
- Print a Custom Report
- Create a Project Plan Template
- Create a Custom Combination View
- Make Custom Views Available to Other Project Plans
- Share Resources
- Create a Master Project Plan

Title of Course:	Proactive Communication and Interview Skills for Gathering Business Requirements	Length of Course (# of Days/Hours): 1 Day – 6.5 PDU's	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course will focus on ways to use communication as a way to gather detailed information from the customer, analyze the information, and expedite the outcomes desired by the customer. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed. This course will follow one or more of Project Management Institute's nine knowledge areas of *PMBOK® Guide*. 6.5 PDU's

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Evaluate how to approach people
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common

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- Discuss how to match your body language and the message
- Detail characteristics of a poor listener
- Predict obstacles of listening
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Create questions which explore the customer's desires and requirements
- Identify ways of asking questions which open up communication
- Explore feedback techniques for clarifying the real message being given from the customer
- Determine which follow up questions will detail the expressed wishes of the customer
- Analyze the interview data and determine true requirements of the customer
- Develop a sequence of questions which encourages customers to give information freely
- Evaluate the best feedback technique to use in mirroring the requirements back to the customer for approval
- Analyze interview skills that will give insight into any project
- Discuss which areas to brainstorm when doing a client project
- Brainstorm how to set project objectives that are measurable and realistic
- Discuss collecting data and information
- Evaluate how to analyze a problem
- Analyze the best skills and personnel needed to successfully fulfill this project
- Evaluate ways to create a project plan, set expectations, and monitor progress

Title of Course:	Program Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: *Program Management* is a two-day class designed to offer direction in managing a number of projects under a common umbrella. These projects will often run within the same timeframe using the same resources. An effective program manager is able to see an overview of the whole picture while still attending to the individual pieces. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define program management
- Discuss strategic planning in program management
- Examine the program manager’s role and responsibilities
- Examine proposal management
- Explore the program management plan
- Examine structured diagrams in managing the program
- Discuss problems with multi-project planning
- Examine the triple constraints in program management
- Examine program funding resources and authorization
- Discuss budgets and cost control within a program
- Discuss program organization and staffing
- Explore risk assessment and management within the program
- Explore communication management, external and internal
- Identify the customer’s role in program management

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- Discuss team selection and team building within the program
- Identify program control
- Explore program control tools
- Examine time management within the program
- Identify program management problems and propose solutions

Title of Course:	Project Change Management: How To Implement, Track, and Control Project Changes	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day seminar will show you how to implement, track and control changes to your project. This seminar focuses on ways to reduce the uncertainty of project changes. Learn how to analyze each change while developing processes, tools and techniques which can be used immediately. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Examine four types of change
- Examine five roles of change agents
- Examine the drivers of change
- Classify the roadblocks to change
- Identify three areas that impact change in people
- Assess five new focuses from change
- Examine six ways fear hinders change
- Examine seven qualities of a paralyzed state
- Identify eight factors that determine a person’s viewpoint
- Compare four ways people respond to change
- Discuss when to create change quickly or gradually

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- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan
- Compare change control to change management
- Discuss what is included in integrated change control
- Explain tools for integrated change control
- Discuss the benefits for written change requests
- Examine schedule changes
- Examine procurement changes
- Examine contract change control
- Examine scope change control
- Examine cost change control
- Create change management processes
- Discuss sources of change
- Create change due to corrective actions
- Create change due to preventative actions
- Discuss how to monitor and verify changes have been completed
- Discuss change authorization policies
- Create a strategy for examining risk after change approval
- Analyze the roles and responsibilities of change control board
- Brainstorm the benefits of documentation in various situations
- Analyze the impact of change
- Define change control board
- Compare positive and negative change control boards
- Discuss who should be on the change control board
- Create an internal process to work with change control board
- Discuss best practices for change control board

Title of Course:	Project Change Management: A Systematic Approach To Controlling Project Changes	Length of Course (# of Days/Hours): 3 Days – 19.5 PDUs	
Price Per Person:	\$535.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$650.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$780.00	MFC Discount from Commercial Price:	17%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This three-day seminar will show you how to implement, track, and control changes to your project. This seminar focuses on the examination of the change control board, procedures which will guide configuration management and ways to negotiate changes with the customer. Learn how to protect the change management process while pleasing the customer. This course will follow one or more of Project Management Institute's nine knowledge areas of *PMBOK® Guide*. 19.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Examine four types of change
- Examine five roles of change agents
- Examine the drivers of change
- Classify the roadblocks to change
- Identify three areas that impact change in people
- Assess five new focuses from change
- Examine six ways fear hinders change
- Examine seven qualities of a paralyzed state
- Identify eight factors that determine a person's viewpoint
- Compare four ways people respond to change

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- Discuss when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan
- Compare change control to change management
- Discuss what is included in integrated change control
- Explain tools for integrated change control
- Discuss the benefits for written change requests
- Examine configuration management
- Identify the benefits of configuration management
- Identify and detail the key elements of configuration management: configuration identification, configuration control, configuration status accounting, audit of configuration
- Examine schedule changes
- Examine procurement changes
- Examine contract change control Continued on next page
- Examine scope change control
- Examine cost change control
- Create a change management processes
- Discuss sources of change
- Create change due to corrective actions
- Create change due to preventative actions
- Discuss how to monitor and verify changes have been completed
- Discuss change authorization policies
- Create a strategy for examining risk after change approval
- Analyze the roles and responsibilities of change control board
- Brainstorm the benefits of documentation in various situations
- Analyze the impact of change
- Define change control board
- Compare positive and negative change control boards
- Discuss who should be on the change control board
- Create an internal process to work with change control board
- Discuss best practices for change control board
- Identify the roles of change management for the project manager
- Identify the roles of change management for the project sponsor
- Identify the roles of change management for team members
- Identify the roles of change management for the change control board
- Identify and detail the fields of a change request form
- Create a change request form
- Discuss change request timing
- Identify and detail the fields of a change request log

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- Discuss unmanaged and managed changes in regard to time, energy, and resources
- Examine negotiation skills in project change management
- Identify negotiation personalities
- Discuss when to walk away
- Discuss making offers and counteroffers
- Examine human responses to change
- Discuss responses to controllable change
- Discuss responses to uncontrollable change

Title of Course:	Project Communication Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course will focus on ways to use project communication and communication theories as a way to influence others within and outside of the project team. Participants will learn how to focus on framing the data and information in a correct manner as well as proper usage of words and language for influencing project stakeholders. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the value of project interviews
- Identify perception
- Examine what impacts project perception
- Compare reducing perception differences
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of project communication
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Evaluate verbal softeners
- Detail characteristics of a poor listener
- Predict obstacles of listening during projects

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- Define project management's role in project meetings
- Describe ingredients of effective project meetings
- Evaluate receiving feedback on performance
- Design responses to negative project feedback
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Formulate seven stages of intergroup conflict in project teams
- Describe ways to reduce intergroup conflict in project meetings
- Define project communication management
- Define the four major processes in project communication management
- Detail the process of project communication planning
- Detail the process of project information distribution
- Detail the process of project performance reporting
- Detail the process of administrative closure

Title of Course:	Project Cost Management	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course focuses on basic cost management theories and techniques. Learn how to give value to the customer beyond cost. Discuss ways to get the project back on track and how to adjust budgeting issues during over expenditures. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 6.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Budgeting basics
- Estimating techniques
- Pre-estimating process
- Constraint estimating
- Team design
- Expert estimating
- Cost projections
- Creative steps to estimating
- Detailing the problem
- Estimating the initial cost
- Constraints which impact cost
- Cost control systems
- Cost estimate basics
- Types of estimates

(Continued on next page)

- Figuring ROI on your project
- Allocating costs
- Handling emergencies
- Unplanned work
- Scope creep
- Scope change
- Estimate is too high
- Getting it back on budget
- Define the processes of project cost management
- Detail the process of resource planning
- Detail the process of cost estimating
- Detail the process of cost budgeting
- Detail the process of cost control

Title of Course:	Project Human Resource Management: How To Staff A Project Team	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course will focus on planning for human resource needs. It is filled with behavioral skills that will help motivate, equip, and keep project team members accountable and on task. This course will also include issues such as conflict. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the four major processes of project human resources
- Detail the process of human resource planning
- Detail the process of acquiring the project team
- Detail the process of developing the project team
- Detail the process of managing the project team

Managing Team Module

- Analyze job responsibilities
- Discuss priority checklist
- Assess modern day accountability myths
- Evaluate how to coach project team toward success
- Equip workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership

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- Understand why visions fail
- Evaluate where you are going
- Explain tough-minded leadership
- Contrast different change strategies
- Classify why project teams block change
- Choose ways to reduce project team resistance
- Evaluate changes which support goals
- Develop core values
- Explore strategies for creating trust
- Define ways to equip and empower
- Describe requirements for being an overcomer on project teams
- Analyze two types of motivation within a project team
- Examine ways to align motivational techniques to workers
- Analyze the disciplining of project team members and ways for changing behavior
- Identify how to track project team members
- Discuss values of successful coaching of project teams
- Analyze common coaching mistakes of project teams

Conflict Module

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends

Title of Course:	Project Integration Management	Length of Course (# of Days/Hours): 3 Days – 19.5 PDU's	
Price Per Person:	\$535.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$650.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$780.00	MFC Discount from Commercial Price:	17%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive three-day course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project’s scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts. Lastly, this course will examine the entire process of project planning and how to create successful practices in the future. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 19.5 PDU's

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define the six step project management process
- Understand the project’s life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control, and monitor project scope
- Summarize major areas to brainstorm
- Classify who to place on your project team

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- Label role descriptions and project responsibilities when you have no position power
- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a WBS, work breakdown structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Review who should be communicated to
- Evaluate the results of poor communication
- Identify a checklist for team meetings
- Analyze signs of poor updates
- Describe ways to communicate bad news
- Classify how to manage the project through influence rather than power
- Summarize danger signals to watch
- Assess how to crash a project
- Implement close down checklists and handoff procedures
- Identify phase out of the project
- Conduct a postmortem
- Examine the integration process in project management
- Examine integration skills needed by the project manager
- Define the three major processes in project integration
- Detail the integration process of project plan development
- Detail the integration process of project plan execution
- Detail the integration process of project change control

Title of Course:	Project Management Concepts	Length of Course (# of Days/Hours): 2 Days – 14 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive two-day course provides an overview of the project management concepts and how they function within the organizational environment. It includes applicable hands-on activities and team exercises. Participants will learn tools and techniques which will help them run their projects faster and more effectively. This course will follow the Project Management Institute’s 5 process groups and nine knowledge areas of *PMBOK® Guide*. 14 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Understand the 5 process groups and 9 knowledge areas of project management
- Understand the project manager’s role in project management
- Define project charter
- Identify and detail the scope of a project including scope statement and scope definition
- Discuss scope verification and scope control
- Formulate a Work Breakdown Structure (WBS)
- Define the real critical path
- Discuss decomposition techniques
- Define activity sequencing and various tools, precedence diagramming method
- Examine tools for schedule development including critical path method, duration compression, simulation
- Discuss schedule control
- Discuss quality planning and examine tools such as benefit cost analysis, benchmarking, and flow charting
- Create a sample communication plan

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- Explore how to handle delays
- Examine risk management planning and detail a risk management plan
- Detail tools for risk identification: brainstorming, interviewing, SWOT analysis, Delphi technique, etc.
- Discuss risk monitoring and control
- Define and detail project team: characteristics of effective and ineffective teams, destructive and supportive roles of team members, team motivation, team development
- Define and detail performance reporting
- Discuss dealing with conflict and maintaining accountability
- Define and detail earned value analysis including schedule variance, cost variance, cost performance index, schedule performance index, etc.
- Examine the process of closing a project including contract closure
- Implement close down checklist and handoff procedures

Title of Course:	Project Management Office (PMO): Creating a Center of Excellence for Efficient Project Delivery	Length of Course (# of Days/Hours): 3 Days – 19.5 PDUs	
Price Per Person:	\$535.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$650.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$780.00	MFC Discount from Commercial Price:	17%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This three-day course will give each participant an in-depth opportunity to engage in a complete examination of the breadth of the Project Management Office. Participants will examine the role, purpose, and the different models used, as well as how an organization would approach establishing a PMO. Participants will learn best practices for establishing, managing, and successfully leading toward project excellence with a PMO. We will discuss methodologies for the PMO that allows you to understand and implement project management core competencies across the organization. 19.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Examine why a PMO fails
- Discuss various environments in which a PMO will thrive
- Discuss the reasons why any organization should consider a PMO
- Examine how a PMO impacts organizational change and internal culture
- Examine the PMO in relationship to portfolio management
- Relate the PMO to project management
- Examine the relationship with program management
- Discuss the differences between a Project Office and a Center of Excellence
- Create a list of standards the PMO will follow
- Brainstorm what a PMO should do
- Identify how the PMO should support the strategic plan
- Discuss the link between strategic objectives and PMO

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- Determine the PMO model
- Implement PMO governance
- Find the right PMO staff
- Examine the role of executive leadership and sponsorship to the PMO
- Create the PMO methodology and services
- Discuss the PMO roles and responsibilities
- Discuss organizational change and acceptance of the PMO
- Discuss training and mentoring provided by PMO
- Examine core competencies and a team development model
- Establish a curriculum for internal project management training
- Discuss the benefits of creating an internal certification
- Create metrics for measuring the PMO effectively
- Discuss evaluation and oversight strategies
- Examine project recovery processes and solutions
- Discuss better ways of establishing customer relationships
- Examine the relationship between a PMO and vendor contractor
- Establish model for creating internal best practices

Title of Course:	Project Monitoring, Evaluation and Oversight	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course examines how to establish processes and evaluation techniques for auditing project solutions. You will learn data collection techniques and how to convert soft data to monetary values which can be measured and evaluated. Discover various audits and how to measure project components such as performance, resources, planning, customer relationships, and vendor-contractor relationships. This course also focuses on establishing process improvements in the maintaining of oversight procedures. You are able to apply widely accepted standards and preferred evaluation and oversight principles, as well as provide means to compile, analyze and optimize project performance. Explore ways to deliver feedback and make recommendations to the appropriate individuals in the organization. This course will follow one or more of Project Management Institute's nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define project oversight and why it is needed in organizations
- Establish evaluation processes and procedures
- Compare the difference between research and evaluation
- Evaluate current hindrances facing organizations when conducting oversight
- Analyze various ways of setting standards and measurements for projects
- Determine project metrics and requirements
- Define internal stakeholders for oversight and evaluation
- Explore benchmarking techniques
- Define the what, why and how of evaluation

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- Develop methods to evaluate projects you did not create
- Discuss models of successful evaluation
- Explore key success factors
- Examine data collection methods, formats and data analysis
- Explore ways to measure skills and knowledge
- Analyze how to calculate and interpret ROI
- Identify application and implementation costs
- Discuss forecasting methods
- Design evaluation templates and tools to conduct audits
- Examine project planning audit
- Examine project performance audit
- Examine project resource audit
- Compare technology audits
- Examine customer acceptance audit
- Discuss vendor-contractor audits
- Create evaluation reports that impact the organization in a positive way
- Discuss methods for making recommendations which encourage rather than disrespect
- Explore recording techniques for making recommendations
- Discuss recovery assessment processes
- Examine recovery indicators
- Examine a project recovery plan

Title of Course:	Project Performance Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course focuses on developing strategies for tracking performance in project teams. This course examines issues such as benchmarking, performance, and establishing a gap between desired project performance and preferred performance. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss advantages of performance management
 - Identify performance needs
 - Match performance to project directives
 - Analyze ways to communicate performance expectations in every project
 - Define ways in discovering the performance gap
 - Classify benchmarking techniques of present performance
 - Discuss training and the performance gap
 - Examine questions to ask in determining project performance
 - Explore how to break down project performance into understandable steps
 - Define how to map the performance map
 - Review monitoring of project performance indicators
 - Show how to link operational goals to project performance
 - Analyze mentoring roles in advancing project performance
 - Examine the impact of incorporating best practices in project performance
- (Continued on next page)*

- Evaluate how to create a project performance results matrix
- Establish a project performance development plan to transition team members toward peak performance

Title of Course:	Project Procurement Management	Length of Course (# of Days/Hours): 1 Day – 6.5 PDUs	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course is structured to lay the proper foundation for procurement principles and processes. The emphasis of this program is to help teams or individuals learn how to function in the procurement world in day to day operations. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 6.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Contracting process
- Understanding the different buying decisions
- Understanding the different buying roles
- Methods of contracting
- Benefits of competition
- Failure with competition
- Noncompetitive contracting
- Sealed bids
- Simplified agreements
- Contracting types
- Time, material, hours
- Value based pricing
- Purchase orders
- Fixed based pricing

(Continued on next page)

- Evaluating and awarding contracts
- Creation of SOW
- Creating specifics for a proposal
- Managing proposals
- Conducting a search for contract source
- Creating a selection matrix
- Documenting selection ratings
- Selecting scoring criteria
- Rating risk analysis of the proposal
- Negotiation
- Principles of negotiation
- Systems for successful negotiation
- Price and budgeting requirements
- Interpreting changes
- Termination of contracts
- Handling appeals, disagreements in contract
- Contract closeout planning
- Define project procurement management
- Define the six major processes of procurement management
- Detail the process of procurement planning
- Detail the process of solicitation planning
- Detail the process of solicitation
- Detail the process of source selection
- Detail the process of contract administration
- Detail the process of contract closeout

Title of Course:	Project Quality Assurance Monitoring and Auditing	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: In this two-day course participants will focus on issues such as how to maintain quality by using audits and evaluations for monitoring purposes. Quality theories taught by Drs. Deming and Juran are included as foundations for implementing new quality initiatives. In addition, several types of project audits will be explored as a means of controlling the project with more efficiency. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Examine continuous process improvement for project processes
- Discuss five key checkpoints for quality management
- Analyze the mainline quality and monitoring processes
- Analyze the specific actions to improve quality
- Explore quantitative measurements
- Examine the six general types of cost
- Evaluate Deming’s 14 points to maintaining quality
- Identify Juran’s 10 symptoms to quality problems
- Analyze the tools for quality control
- Define the three major processes of project quality management
- Explore the process of quality assurance
- Detail the nine C’s of quality
- Evaluate the four steps to Force Field Analysis

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- Discuss seven keys to problem solving implementation
- Examine benefits of project auditing
- Analyze project performance audit
- Examine customer acceptance audit
- Discuss methods for making recommendations
- Explore recording techniques for making recommendations
- Establish project audit performance points
- Discuss recovery assessment process and model
- Examine recovery indicators
- Examine a project recovery plan
- Discuss recovery lessons learned

Title of Course:	Project Quality Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: In this two-day course, participants focus on additional planning of the project while examining issues such as how to keep continuous improvement, symptoms of quality concerns, and how to maintain quality throughout the project. In addition, study techniques and theories taught by Drs. Deming and Juran as foundations for implementing new quality plans. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare old and new philosophies in project management
- Define quality for today’s projects
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set guidelines for executing continuous quality through the project
- Examine continuous process improvement for project processes
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns in past and future projects
- Design a continuous improvement for the project team’s concern
- Judge ways to reduce resistance from organizational culture
- Compare roadblocks to continuous improvement and quality initiative

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- Predict characteristics to the cost of quality in projects
- Choose techniques for involving coworkers
- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach to quality
- Record steps for creating a quality action plan in projects
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting
- Define project quality management
- Define the three major processes of project quality management
- Detail the process of quality planning
- Detail the process of quality assurance
- Detail the process of quality control

Problem Solving Module

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving analysis in projects
- Review what influences the problem solving experience in projects
- Define the problem solving processes for successful projects
- Assess the resources needed to fulfill the problem-solving plan
- Examine creative solutions in solving project plans
- Compare what to do if you inherit a goofy solution
- Conduct a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution
- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure

Title of Course:	Project Risk Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course teaches participants how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program is examined as defining the probability of the project. This course examines risk identification, risk communication, and risk planning. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Definition of risk
- Sources of risk
- Risk management
- Conducting risk analysis
- Techniques to confronting risk
- Ranking
- Scenario
- Statistical process control
- Risk turmoil
- Performance risk
- System and process risk
- Data gathering
- Evaluating plans
- Facilitation of brainstorming sessions

(Continued on next page)

- Managing risk plans
- Transferring risk
- Monitoring risk
- Special response team
- Define the six major processes of risk management
- Detail the process of risk management planning
- Detail the process of risk identification
- Detail the process of qualitative risk analysis
- Detail the process of quantitative risk analysis
- Detail the process of risk response planning
- Detail the process of risk monitoring and control

Title of Course:	Project Risk Management Advanced	Length of Course (# of Days/Hours): 2 Days – 14 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: *Advanced Project Risk Management* is a two-day course which will review the basic concepts of project risk and project risk management and then dig deeper into identifying risks and strategizing solutions for those risks. Participants will explore tools and techniques for collecting, analyzing, implementing, and monitoring data and the responses to combat risk. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 14 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Review definitions of risk and project risk management
- Characterize high risk projects
- Identify classical causes of project risk failure
- Identify success factors for risk management
- Understand the iterative process with risk management
- Understand the risk management planning process
- Identify and detail tools and techniques for the risk management planning process
- Explore the discovery of project risks
- Define and detail tools and techniques for identifying risk
- Explore qualitative risk analysis
- Explore quantitative risk analysis
- Prioritize risks by probability and impact

(Continued on next page)

- Categorize risk causes
- Define and detail data gathering tools
- Define and detail risk impact calculations
- Explore risk response strategies
- Compare threats and opportunities
- Explore risk mitigation, acceptance, transference, and acceptance
- Explore risk opportunity strategies of exploit, share and enhance
- Define and detail tools and techniques for response identification and selection
- Understand the monitoring and controlling risks process
- Define and detail tools and techniques for monitoring and controlling risks
- Manage contingency reserves
- Track trigger conditions, overall risk, and compliance

Title of Course:	Project Scheduling	Length of Course (# of Days/Hours): 2 Days – 14 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: *Project Scheduling* is a two-day course which will review the basic concepts of the project management process with the emphasis content being on the planning and scheduling process. Participants will explore the Schedule Development Process as diagrammed by the Project Management Institute. Areas include creating a WBS, defining activities, creating a network diagram, estimating activity durations and resources, developing the schedule, and creating a baseline. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 14 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Review the basic management process
- Diagram the project planning and scheduling process
- Discuss reasons for not planning and scheduling
- Diagram and detail the schedule development process
- Define scheduling methods
- Define scheduling tools
- Define schedule model
- Explore the work breakdown structure (WBS)
- Define and detail activity definition
- Explore tools and techniques for activity definition
- Define and detail activity sequencing and creating the network diagram *(Continued on next page)*

- Explore precedence diagramming and arrow diagramming
- Define and detail estimating
- Explore estimating tools and models
- Define and detail developing the schedule
- Explore critical path, PERT, and GERT
- Discuss duration compression - crashing and fast tracking
- Discuss simulation tools for schedule development
- Discuss resource leveling
- Discuss critical chain
- Define the baseline schedule
- Define and detail schedule control

Title of Course:	Project Scope Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: In this two-day course, participants focus on successful ways to control project scope. Organizations struggle with projects due to ineffective scope development and tracking. This course insures the ability to detail the scope, and deliverables, as well as how to handle changes to the scope. This course also includes project life cycle, project definition, project baselines, and using the work breakdown structure. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Create scope requirement for project
- Interview the client
- Create a Work Breakdown Structure
- Schedule issues
- Schedule for multiple projects
- Schedule for individual projects
- Set and create a critical path
- Schedule changes and adjustments
- Control the schedule
- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues

(Continued on next page)

- Formulate a Work Breakdown Structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan

Title of Course:	Project Time Management	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course will take into account ways to plan and schedule time as well as individual issues that affect productivity. Learn how to wisely confront procrastination and explore ways to better manage time issues and constraints. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss myths and realities of time management
- Examine excuses for not managing your individual time
- Define roles and responsibilities which demand time
- Examine how to balance your time to create total human wellness in your life
- Review qualities of time management
- Define guidelines of time management
- Evaluate causes of procrastination
- Compare ways to stop procrastination
- Describe ways of dealing with deadlines
- Organize to set proper deadlines
- Write goals to help budget your time
- Evaluate the four D’s in managing time more effectively
- Select ways to say “No”
- Explain how to set and establish priorities

(Continued on next page)

- Identify ways to plan your work and learn how to plan
- Create ways to handle the paper work
- Discuss time tips on interruptions and decisiveness
- Discuss time tips on the telephone and in meetings
- Formulate time tips on personal habits
- Define time management processes
- Detail the time management process of activity definition
- Detail the time management process of activity sequencing
- Detail the time management process of activity duration estimating
- Detail the time management process of schedule development
- Detail the time management process of schedule control

Title of Course:	Successful Negotiation in a Project Management Environment	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This highly interactive two-day course examines the strategies of successful negotiation throughout the project’s life cycle. Participants will learn the value of successful negotiation, the negotiation process, and different negotiation models. This course will include examples in negotiation over scope, deadlines, change, and getting the best price from your vendor. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define negotiation
- Identify the benefits of negotiations
- Define and detail negotiating skills for project managers
- Define and detail negotiations in projects including interpersonal negotiations and contract negotiations
- Detail the negotiation process
- List and examine negotiation strategies
- Learn preparation techniques for negotiation
- Learn how to lead the negotiation process
- Learn how to deal with the other party’s negative tactics
- Learn how to align the support of others before, during and after the negotiation
- Identify communication skills needed for successful negotiation
- Analyze win-win negotiations
- Create strategies for controlling conflict in negotiation

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- Learn negotiating to resolve conflict
- Learn how to negotiate with your project team
- Learn negotiation skills for purchasing
- Examine how to use BAFO to your advantage

Title of Course:	Use Case Modeling	Length of Course (# of Days/Hours): 2 Days – 13 PDUs	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This hands-on, interactive course helps participants examine the fundamentals of Use Case Modeling and its application for gathering requirements in the project life cycle. This course will present an extensive, iterative Use Case Modeling methodology including identification, development, and implementation. Students will participate in Use Case processes, examine the importance/impact of Use Cases, and gain the skills necessary to utilize Use Case Modeling effectively as a requirements gathering tool. 13 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Understand the importance of gathering requirements in project management
- Define what constitutes a quality requirement and what purpose it serves
- Examine guiding principles for gathering quality requirements
- Examine the challenges of effective requirements gathering
- Examine classic mistakes made in gathering requirements
- Examine the difference between functional and non-functional requirements
- Understand the “black box” mentality of users and its implications on requirements gathering
- Compare/Contrast software development project life cycle models
- Examine the “4+1” view of software architecture
- Compare/Contrast traditional requirements gathering techniques with Use Case Modeling
- Examine the history and evolution of Use Case Modeling
- Examine the benefits of Use Case Modeling
- Define who benefits from Use Case Modeling

(Continued on next page)

- Understand the goals of Use Cases
- Define Use Case Diagrams and their purpose
- Compare/Contrast Use Cases, Use Case Diagrams, and scenarios
- Define scenarios and paths as they relate to Use Cases and Use Case Diagrams
- Examine important components needed in gathering requirements including the mission, vision, values, SOW, risk analysis, prototypes, use cases, glossary, constraints, and business rules catalog
- Examine the Use Case Template and its components
- Define Use Case components including users, basic path, alternative path, exception path, extension points, triggers, assumptions, preconditions, post-conditions, and author
- Examine how to use a Use Case Modeling Workshop in Use Case development
- Define the use of iterative and incremental approaches to Use Case Modeling
- Examine three types of iterations in Use Case Modeling (Façade, Filled, & Focused)
- Understand the objective, steps, tools, and deliverables of the Façade Iteration
- Understand the objective, steps, tools, and deliverables of the Filled Iteration
- Understand the objective, steps, tools, and deliverables of the Focused Iteration
- Understand the purpose of stereotypes (extend and include) in specializing Use Cases
- Define supporting artifacts to Use Cases such as packages, components, and class models
- Examine the benefits to requirements traceability using Use Case Modeling
- Compare/Contrast Use Cases and Test Cases
- Understand how to manage Use Case influenced projects by requirements rather than tasks
- Examine the application of Use Cases to non-requirement gathering activities

Title of Course:	Vendor Management: Managing, Monitoring and Controlling Vendor Relationships	Length of Course (# of Days/Hours): 3 Days – 19.5 PDUs	
Price Per Person:	\$535.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$650.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$780.00	MFC Discount from Commercial Price:	17%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This three-day course will provide detailed instruction in areas such as pre-solicitation, solicitation and award of a contract. Each participant will develop tools for working with vendors, a clear understanding of vendor motivation, and techniques for making it a win-win relationship. This course focuses on ways to select, monitor and control vendors, as well as how to make vendors a partner or an extension as stakeholders who deliver the right performance throughout the length of the project. In addition, this course focuses on all aspects of vendor management, such as developing vendor management plans, identifying performance measurements and discussing various contract types and their strengths and weaknesses. 19.5 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss vendor challenges
- Explore the future of vendor relationships
- Compare purchaser and vendor motivations
- Compare the pros and cons of outsourcing a project to a vendor
- Discuss reasons for vendor relationships
- Examine the real world of culture and language
- Evaluate how vendor management can benefit organizations
- Examine phases in the acquisition process
- Explore the duties of the contract officer
- Identify best practices of vendor management
- Discuss reasons and roles for a Vendor Management Office

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- Compare the procurement cycle to project management
- Compare organizational and government procurement processes
- Examine 5 phase process of vendor management
 - ***Phase One: Pre-Award Stage***
 - Forecasting future requirements
 - Acquisition planning
 - Project scope statements
 - Make or buy discussion
 - Baseline estimated cost
 - Successful steps for creating an effective RFP
 - Examine what impacts the RFP process
 - Basic parts of the RFP
 - Designing a statement of work
 - Key elements of a performance work statement
 - Methods of contract surveillance
 - ***Phase Two: Source selection***
 - Techniques on setting expectations with vendor
 - Vendor risk
 - Conducting a risk analysis of each vendor
 - Risk sharing
 - Criteria for evaluating the vendors
 - Vendor evaluation process
 - Sealed bidding process
 - Success criteria for evaluating vendors
 - Qualifications for vendor selection
 - ***Phase Three: Award Contract***
 - Vendor orientation
 - Vendor management plan
 - Vendor measurements or scorecard
 - Vendor performance
 - Negotiation strategies used by vendors
 - Strengths and weaknesses of contract types
 - ***Phase Four: Contract management***
 - Work plan to fulfill statement of work
 - Benchmarks
 - Communication
 - Status and performance meetings
 - Types of audits
 - Auditing plan

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- Internal and vendor project manager relationships
 - Auditing process
 - Difference between internal and external auditing
 - Areas for the auditing examination
 - Vendor conflicts and how to resolve them
 - Best practice guide sheet for auditing
 - Process designs for auditing the vendor
 - Monitoring contractor requests for payment
 - Contract modifications
 - Contract termination for convenience
 - Procedures for termination for convenience
 - Contract termination for default
 - Procedures for termination for default
 - Contract disputes
 - Ethical standards and procurement integrity
- ***Phase Five: Contract closure***
- Knowledge transfer
 - Vendor/customer handoff
 - Contract closeout
 - Steps in contract closeout

Title of Course:	Project Management 90 Hour Intensive - Part 1 Initiating, Planning, Integrating and Staffing <i>(all three PM 90 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$1,785.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,142.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	17%
Commercial Price Per Person:	\$2,500.00	MFC Discount from Commercial Price:	14%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 1 of 3 part series: Participants will begin their journey into project management concepts, theories, and foundational processes. The focus in this course is on scheduling, creating a work breakdown structure and planning for human resource needs. In planning for human resource needs, participants will study behavioral skills that will help motivate, equip, and keep project team members accountable and on task. This is the foundational course specifically designed to align with the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. Each course will utilize both new content, as well as best practices which will be taught from the Best Practice Manual. 30 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Initiating and Planning

- Define the six step project management process
- Understand the project’s life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control, and monitor project scope
- Summarize major areas to brainstorm

(Continued on next page)

- Classify who to place on your project team
- Label role descriptions and project responsibilities when you have no position power
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a WBS, work breakdown structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan

Communication Module

- Analyze the value of project interviews
- Identify perception
- Examine what impacts project perception
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of project communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Predict obstacles of listening during projects
- Define project management's role in project meetings
- Describe ingredients of effective project meetings
- Evaluate receiving feedback on performance
- Design responses to negative project feedback
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Describe ways to reduce intergroup conflict in project meetings
- Examine communication requirements
- Identify communication processes
- Create communication plan for standard project

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Project Integration Management

- Examine the integration process in project management
- Examine integration skills needed by the project manager
- Define the three major processes in project integration
- Detail the integration process of project plan development
- Detail the integration process of project plan execution
- Detail the integration process of project change control

Project Facilitation Module

- Discuss the definition of project facilitation
- Brainstorm benefits of facilitation and how it will help your organization
- Discuss facilitation mess-ups during projects
- Examine the creation and usage of a code of conduct for the session
- Select core duties which facilitators must do before, during and after a facilitation session
- Discuss best practices for setting meeting objectives and goals
- Analyze body language and tone of voice which individuals use to communicate
- Brainstorm ways to clarify body language of others
- Discuss five useful ways for brainstorming during projects
- Analyze the proper usage of questions to engage the audience
- Formulate paraphrasing techniques for clarifying the meaning and message of others
- Compare different ways to use probing, bridging and redirecting skills
- Discuss the positives of having a devils advocate in project teams
- Examine professional ways to handle the negative participant
- Analyze assertiveness techniques to be used by facilitators
- Formulate a standard preparation plan for starting facilitation
- Brainstorm the role and functions of a recorder in project teams
- Discuss best practices for the recorder and creating minutes for determined actions
- Design rules for when using a buddy system during a facilitation session
- Analyze tactics for handling resistance in project meetings
- Evaluate the impact of conflict to the participants
- Examine best ways to be prepared for facilitation sessions
- Discuss best practices for ending a facilitation session

Project Time Management Module

- Discuss myths and realities of time management
- Examine excuses for not managing your individual time
- Define roles and responsibilities which demand time
- Examine how to balance your time to create total human wellness in your life
- Review qualities of time management
- Define guidelines of time management
- Describe ways of dealing with deadlines
- Organize to set proper deadlines
- Write goals to help budget your time

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- Evaluate the four D's in managing time more effectively
- Select ways to say "No"
- Explain how to set and establish priorities
- Identify ways to plan your work and learn how to plan
- Discuss time tips on interruptions and decisiveness
- Discuss time tips on the telephone and in meetings

Managing Team Module

- Analyze job responsibilities
- Discuss a priority checklist
- Assess modern day accountability myths
- Evaluate how to coach the project team toward success
- Equip workers with new skills
- Identify vision through leadership
- Contrast different change strategies
- Classify why project teams block change
- Choose ways to reduce project team resistance
- Evaluate changes which support goals
- Develop core values
- Explore strategies for creating trust
- Define ways to equip and empower
- Describe requirements for being an overcomer on project teams
- Analyze two types of motivation within a project team
- Examine ways to align motivational techniques to workers
- Analyze the disciplining of project team members and ways for changing behavior
- Identify how to track project team members
- Discuss values of successful coaching of project teams
- Analyze common coaching mistakes of project teams

Project I Best Practices

- PROJECT MANAGEMENT OVERVIEW INTRODUCTION
Project Management Methodology Concept
What is a Project?
Roles and Responsibilities
Planning Process
- PROJECT INITIATING AND CONCEPT DEVELOPMENT
What is Project Management Methodology?
Project Management is an Iterative Process
Applicability of the Methodology
Tailoring of the Methodology to Specific Project and Specific Organizations
Continual Improvements

(Continued on next page)

- **WHAT IS A PROJECT?**
 - What is a Project?
 - Temporary Process
 - Well-Defined Goals
 - Project Constraints
 - What is Project Management?

- **ROLES AND RESPONSIBILITIES**
 - Roles and Responsibilities
 - Who is Part of the Project Team?
 - Importance of Stakeholders
 - Project Manager
 - Project Sponsor
 - Steering Committee
 - Development Team
 - Change Management
 - Quality Assurance
 - Customer
 - Project Review Team Management
 - Division of Purchases

- **PLANNING PROCESS**
 - The Evolving Plan
 - The Planning Process
 - Planning in the Initiating Phase
 - Planning in the Planning Stage
 - Planning in the Project Start-up Stage
 - Planning in the Project Execution Stage
 - Planning in the Project Close-Out Stage

- **PROJECT INITIATING AND DEFINITION INTRODUCTION**
 - The Initiating Phase
 - Elements of the Initiating Phase
 - Project Management Phases
 - Business Case/Project Statement
 - Enterprise Projects or Programs
 - Business Analysis
 - Concept Review
 - The Concept Atmosphere
 - Problems during the Initiating Phase

(Continued on next page)

- BUSINESS CASE
 - Elements of the Business Case/Project Statement
 - Who Does What
 - How Should the Business Case/Project Statement be Developed
 - A Plan for Planning
 - Timeframe for Completion
 - Business Case Form
 - Alternate Approaches to the Preparation of a Business Case
 - Level of Detail
 - Recommended Formats for Three Levels of Business Case
 - A. Business Case for a Mini Project
 - B. Business Case for a Medium Sized Project
 - C. Business Case for a Very Large Project

Title of Course:	Project Management 90 Hour Intensive - Part 2 Budgeting, Quality, Change, Risk and Start-Up <i>(all three PM 90 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$1,785.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,142.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	17%
Commercial Price Per Person:	\$2,500.00	MFC Discount from Commercial Price:	14%

Price per each additional participant in excess of the minimum (if applicable):	N/A
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Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 2 of 3 part series: Participants focus on additional planning of the project while examining issues such as risk, budgeting, and how to maintain quality throughout the project. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. In Phase II, when planning the budget, quality and risk are aligned with the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. Each course will utilize both new content, as well as best practices which will be taught from the Best Practice Manual. 30 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Budgeting, Quality, Change, Risk and Start-up

- Identify quality processes which maintain high quality
- Review the Deming ideas on quality
- Evaluate ways to calculate cost
- Create a risk identification matrix
- Describe ways reduce risk
- Analyze ideas on maintaining high quality
- Identify change processes and procedures
- Examine change control systems

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Quality Module

- Compare old and new philosophies in project management
- Define quality for today's projects
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set guidelines for executing continuous quality through the project
- Examine continuous process improvement for project processes
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns in past and future projects
- Design a continuous improvement project team's concern
- Judge ways to reduce resistance from organizational culture
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics to the cost of quality in projects
- Choose techniques for involving coworkers
- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach to quality
- Record steps for creating a quality action plan in projects
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting

Project Cost Management

- Budgeting basics
- Estimating techniques
- Pre-estimating process
- Constraint estimating
- Expert estimating
- Cost projections
- Detailing the problem
- Estimating the initial cost
- Figuring ROI on your project
- Define the processes of project cost management
- Detail the process of resource planning
- Detail the process of cost estimating
- Detail the process of cost budgeting
- Detail the process of cost control

Project Risk Management

- Definition of risk
- Sources of risk
- Risk management

(Continued on next page)

- Conducting risk analysis
- Techniques to confronting risk
- Ranking
- Performance risk
- System risk
- Process risk
- Transferring risk
- Define risk management
- Define the six major processes of risk management
- Detail the process of risk management planning
- Detail the process of risk identification
- Detail the process of qualitative risk analysis
- Detail the process of quantitative risk analysis
- Detail the process of risk response planning
- Detail the process of risk monitoring and control

Problem Solving Module

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving analysis in projects
- Review what influences the problem solving experience in projects
- Define the problem solving processes for successful projects
- Assess the resources needed to fulfill the problem solving plan
- Examine creative solutions in solving project plans
- Compare what to do if you inherit a goofy solution
- Conduct a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution
- Discuss 7 keys to problem solving implementation
- Identify the 7 reasons for implementation failure

Change Module

- Discuss the definition of change
- Analyze why people resist change
- Evaluate 4 types of change
- Examine 5 roles of change agents
- Explain the drivers of change
- Assess 5 new focuses from change
- Understand 6 ways fear hinders change
- Evaluate 7 qualities of a paralyzed state

(Continued on next page)

- Evaluate when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan
- Compare change control to change management
- Discuss what is included in integrated change control
- Explain tools for integrated change control
- Examine schedule changes
- Examine scope change control
- Examine cost change control
- Create change management processes
- Create change due to corrective actions
- Create change due to preventative actions
- Discuss how to monitor and verify changes have been completed
- Discuss change authorization policies
- Analyze the impact of change
- Define change control board
- Discuss best practices for change control board

Project II Best Practices

- PROJECT MANAGEMENT PLANNING
 - Responsibilities
 - Terminology
- PLANNING PROCESS AND PROJECT PLAN
 - What is Project Planning
 - The Planning Process
 - Importance of the Project Plan
 - Steps in the Planning Process
 - Overview of Project Scheduling
- ACTIVITY DEFINITION AND SEQUENCING
 - Develop Project Tasks
 - Define Task Relationships
 - Defining Deliverables
 - Development of a Project Schedule
 - Define Precise and Measurable Milestones
 - Steps to Creating a Project Schedule
 - Estimate Task Duration
 - Define Priorities

(Continued on next page)

Define Critical Path
Document Task Relationship
Document Assumptions
Review the Results

- BUDGETING
 - Overview of Project Budgeting
 - Identify Cost Factors
 - Project Estimate Summary Worksheet
 - Instructions for the Project Estimate Summary Worksheet
 - Document Assumptions
 - Review the Cost Estimates
 - Estimated Cost at Completion Report

- CHANGE MANAGEMENT
 - Change Management
 - Change Management Organization
 - Change Management Plan
 - Tasks During the Planning Phase
 - Relationship to Quality Management
 - Authority and Responsibility
 - Control Items
 - Change Management Procedures
 - Storage of Control Items

- QUALITY PLANNING
 - Quality Process
 - Creating the Quality Plan
 - Responsibility for Quality
 - Independence of the Quality Assurance Team
 - Checklist
 - References

- REQUIREMENTS DEFINITION
 - Importance of Project Requirements
 - When are Requirements Defined?
 - Requirements Specifications
 - Who Defines Requirements?
 - Approvals
 - Managing Requirements Changes

(Continued on next page)

- RESOURCE PLANNING
 - Overview of Resource Planning
 - Determining the Size of the Team
 - Determining Required Skills
 - Identifying Required Non-Labor Assets
 - Define Resource Profiles
 - Forming the Team
 - Support Functions
 - Define Assumptions

- RISK MANAGEMENT PLAN
 - Identify Risks
 - Risk Management Process
 - Responsibility for Risk Identification
 - Risk Management Worksheet Instructions
 - Contingency Planning
 - Risk Management Worksheet Sample
 - Suggested Preventive and Contingency Measures
 - Risk Identification Summary (Top Five Risk)

- PROJECT PLAN FORMAT
 - The Project Plan Template
 - Plan Approval
 - Project Summary
 - Project Charter
 - Project Trade Off Matrix and Status Summary
 - Project Organization
 - Activity List / Work Breakdown Structure
 - Work Product Identification
 - Project Schedule
 - Estimated Cost at Completion
 - Resource Loading Profiles
 - Requirements
 - Risk Management Plan
 - Change Management Plan
 - Quality Plan
 - Top Five Issues
 - Issue Item Status
 - Action Item Status

Title of Course:	Project Management 90 Hour Intensive - Part 3 Project Execution, Monitoring and Close Down <i>(all three PM 90 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$1,785.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,142.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	17%
Commercial Price Per Person:	\$2,500.00	MFC Discount from Commercial Price:	14%

Price per each additional participant in excess of the maximum (if applicable):	N/A
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Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 3 of 3 part series: Participants will focus on monitoring and executing the project while moving into the close down phase of the project. Additional focus will be on delivering quality customer service and value, regardless if the customer is internal or external. Participants will discuss and participate in analysis of measuring the individual performance of team members. This section also focuses on how to properly hand the project off to the customer for effective transition. Phase III is aligned with the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. Each course will utilize both new content, as well as best practices which will be taught from the Best Practice Manual. 30 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Describe ways to execution and monitor the project process
- Classify how to manage the project and negotiate various agreements
- Summarize execution dangers to consider
- Design performance methods for tracking and monitoring
- Examine high conflict considerations
- Assess how to procure vendors for a project
- Implement close down checklists and handoff procedures
- Conduct a postmortem and lessons learned

(Continued on next page)

Execution Module

- Discuss the benefits of execution
- Analyze a project execution methodology
- Identify the 7 executing processes
- Assess the influences of managing in execution
- Review the hindrances to project execution
- Analyze escalation processes and policies

Negotiation Module

- Analyze the benefits of negotiations
- Examine killer mistakes in negotiations
- Evaluate 3 ways of bargaining
- Discuss the 3 views of preparation
- Identify techniques for personal preparation
- Assess preparation techniques to counter your opponent
- Design and arrange the first session
- Review how and why to set parameters in project negotiations
- Classify techniques for handling emotionally charged issues
- Identify standard negotiation funneling practices
- Design questions that benefit your position while working on projects
- Discuss words to use in the questions for greater impact
- Analyze barriers to overcome during negotiations
- Identify guidelines for examining the opponent's position
- Evaluate research techniques for checking out the opponent
- Examine ways to overcome price objections in project resources
- Discuss the benefits of reinforcing price before negotiations
- Analyze standard negotiation strategies
- Identify techniques to use to follow up after the deal is made

Customer Service Module

- Compare customer expectations to customer deliverables
- Define customer service for both internal and external customers in projects
- Evaluate customer expectations for projects
- Break down top customer complaints
- Identify how to build credibility with customers
- Assess how to bond with customers
- Choose distinct connections every customer must receive
- Understand unspoken signals which distort communication
- Understand how to put active listening to work
- Select ways for handling problem customers
- Review methods for calming down irate customers
- Discuss feedback systems that work in projects
- Measure warning signals that customer service is dying

(Continued on next page)

- Identify 5 ways to improve your customer service in every project

Performance Module

- Discuss advantages of performance management
- Identify performance needs
- Match performance to project directives
- Classify benchmarking techniques of present performance
- Discuss training and the performance gap
- Examine questions to ask in determining project performance
- Explore how to break down project performance into understandable steps
- Review monitoring of project performance indicators
- Show how to link operational goals to project performance
- Analyze mentoring roles in advancing project performance
- Examine the impact of incorporating best practices in project performance
- Evaluate how to create a project performance results matrix
- Establish a project performance development plan to transition team members toward peak performance

Conflict Module

- Discuss the positive side of conflict
- Define conflict
- Analyze 8 most common times for conflict
- Identify 6 reasons for conflict among workers
- Utilize rules for handling anger
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques

Procurement Module

- Contracting process
- Methods of contracting
- Contracting types
- Evaluating and awarding contracts
- Conducting a search for contract source
- Price and budgeting requirements
- Interpreting changes
- Termination of contracts

(Continued on next page)

- Handling appeals, disagreements in contract
- Contract closeout planning

Project III Best Practices

- INTRODUCTION TO EXECUTION
 - What Happens During Project Execution?
 - Project Control Process
 - Preventing Problems is Better than Fixing Them
- APPROVAL PROCESS
 - What is the Approval Process?
 - Contractor Payments
- CONFIGURATION MANAGEMENT
- CHANGE, VERSION AND ISSUE MANAGEMENT
 - What Happens During Project Execution?
 - You Can't Manage What You Don't Control
 - The Change Control Form
 - Phase 1 - Requester Information
 - Phase 2 - Initial Review of the Change Request
 - Phase 3 - Initial Impact Analysis
 - Phase 4 - Final Review Results and Change Priority
 - What is Issue Management
 - The Issue Resolution Form
 - Phase 1 - Requester Information
 - Phase 2 - Initial Review of the Issues
 - Phase 3: Tracking
 - Phase 4: Final Review Results and Change Priority
- CORRECTIVE ACTIONS
 - The Best of Plans Can Go Wrong
 - Where Problems Come From
 - Fix the Problem with a Recovery Plan
- PROJECT REVIEWING
 - Review Process
 - Informal Review Process
 - The Status Review
 - Team Meetings
 - Executive Meeting
 - Link to Change, Issue and Quality Management

(Continued on next page)

- RISK MONITORING AND MITIGATION
 - Preventing Problems
 - What is After Risk Assessment?
 - The Evolution of Risk Control
 - Risk Monitoring is an Iterative Process
 - Risk Manager
 - Risk Meetings
 - Ongoing Risk Identification
 - Focus on Key Risk
 - Risk Resolution
 - Historical Record

- TRACKING AND MONITORING PROJECT PERFORMANCE
 - Introduction to Project Tracking and Monitoring
 - The Project Plan as the Road Map
 - The Project Plan as the Baseline
 - Why Tracking and Monitoring?
 - How and What is to be Tracked
 - When Should Tracking be Done?
 - Activity and Schedule Tracking
 - Monitoring
 - Planned Versus Actual Costs
 - Cost
 - Update the Cost Model
 - Document Assumptions
 - Tracking and Monitoring Costs
 - Estimate at Completion (EAC) Summary Report
 - Financial Metrics
 - Resource Loading Updates
 - Steering Committee
 - Continued on next page
 - Independent Reviews
 - Periodic Updates
 - Managing External Project Managers

- PROJECT CLOSE-OUT INTRODUCTION
 - Overview

- POST-IMPLEMENTATION EVALUATION REPORT AND ARCHIVING
 - What is a Post Implementation Evaluation Report?
 - Identifying and Addressing Success

(Continued on next page)

Who Prepares the Report?

Collecting Project Data

Where is the Archive Maintained

How is the Archived Material Used?

- RECOGNITION AND CELEBRATION OF SUCCESS

Recognition of Success

What is Success?

Conduct a Lessons Learned Session

Document Lessons Learned

Title of Course:	Project Management 120 Hour Intensive – Part 1 Initiating and Planning <i>(all four PM 120 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$2,342.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,857.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$3,357.00	MFC Discount from Commercial Price:	15%

Price per each additional participant in excess of the maximum (if applicable): N/A

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 1 of 4 part series: Participants will begin their journey into project management concepts, theories, and foundational processes. This is the first of four courses specifically designed to align with the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. Each course will utilize both new content as well as best practices which will be taught from the best practices. 30 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Initiating and Planning

- Define the six step project management process
- Understand the project’s life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control, and monitor project scope
- Summarize major areas to brainstorm
- Classify who to place on your project team

(Continued on next page)

- Label role descriptions and project responsibilities when you have no position power

Communication Module

- Analyze the value of project interviews
- Evaluate how to approach people
- Identify perception
- Examine what impacts project perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of project communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Evaluate verbal softeners
- Detail characteristics of a poor listener
- Predict obstacles of listening during projects
- Define project management's role in project meetings
- Describe ingredients of effective project meetings
- Evaluate receiving feedback on performance
- Design responses to negative project feedback
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Formulate seven stages of intergroup conflict in project teams
- Describe ways to reduce intergroup conflict in project meetings

Project Facilitation Module

- Discuss the definition of project facilitation
- Brainstorm benefits of facilitation and how it will help your organization
- Discuss facilitation mess-ups during projects
- Examine the creation and usage of a code of conduct for the session
- Select core duties which facilitators must do before, during and after a facilitation session
- Discuss best practices for setting meeting objectives and goals
- Analyze body language and tone of voice which individuals use to communicate
- Brainstorm ways to clarify body language of others
- Discuss five useful ways for brainstorming during projects
- Analyze the proper usage of questions to engage the audience
- Formulate paraphrasing techniques for clarifying the meaning and message of others
- Compare different ways to use probing, bridging and redirecting skills
- Discuss the positives of having a devils advocate in project teams

(Continued on next page)

- Examine professional ways to handle the negative participant
- Analyze assertiveness techniques to be used by facilitators
- Formulate a standard preparation plan for starting a facilitation
- Brainstorm the role and functions of a recorder in project teams
- Discuss best practices for the recorder and creating minutes for determined actions
- Design rules for when using a buddy system during a facilitation session
- Analyze tactics for handling resistance in project meetings
- Evaluate the impact of conflict to the participants
- Examine best ways to be prepared for facilitation sessions
- Discuss best practices for ending a facilitation session

Project Team Time Management Module

- Discuss myths and realities of time management
- Examine excuses for not managing your individual time
- Define roles and responsibilities which demand time
- Examine how to balance your time to create total human wellness in your life
- Review qualities of time management
- Define guidelines of time management
- Evaluate causes of procrastination
- Compare ways to stop procrastination
- Describe ways of dealing with deadlines
- Organize to set proper deadlines
- Write goals to help budget your time
- Evaluate the four D's in managing time more effectively
- Select ways to say "No"
- Explain how to set and establish priorities
- Identify ways to plan your work and learn how to plan
- Create ways to handle the paper work
- Discuss time tips on interruptions and decisiveness
- Discuss time tips on the telephone and in meetings.
- Formulate time tips on personal habits
- Evaluate how to organize yourself

Project I Best Practices

- PROJECT MANAGEMENT OVERVIEW INTRODUCTION
Project Management Methodology Concept
What is a Project?
Roles and Responsibilities
Planning Process
- PROJECT INITIATING AND CONCEPT DEVELOPMENT
What is Project Management Methodology?

(Continued on next page)

Project Management is an Iterative Process

The Relationship of Project Management to the System Development Life Cycle (SDLC)

Applicability of the Methodology

Tailoring of the Methodology to Specific Project and Specific Organizations

Continual Improvements

- **WHAT IS A PROJECT?**
 - What is a Project?
 - Temporary Process
 - Well-Defined Goals
 - Project Constraints
 - What is Project Management?

- **ROLES AND RESPONSIBILITIES**
 - Roles and Responsibilities
 - Who is Part of the Project Team?
 - Importance of Stakeholders
 - Project Manager
 - Project Sponsor
 - Steering Committee
 - Development Team
 - Configuration Management
 - Quality Assurance
 - End User
 - Project Review Team Management
 - Division of Purchases

- **PLANNING PROCESS**
 - The Evolving Plan
 - The Planning Process
 - Planning in the Initiating Phase
 - Planning in the Planning Stage
 - Planning in the Project Start-up Stage
 - Planning in the Project Execution Stage
 - Planning in the Project Close-Out Stage

Title of Course:	Project Management 120 Hour Intensive – Part 2 Planning, Staffing, and Start Up <i>(all four PM 120 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$2,342.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,857.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$3,357.00	MFC Discount from Commercial Price:	15%

Price per each additional participant in excess of the maximum (if applicable): N/A

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 2 of 4 part series: Participants focus on how to conduct the initiating and planning phase of the project. This week will focus on scheduling, creating a work breakdown structure, and planning for human resource needs. In planning for human resource needs, participants will study behavioral skills that will help motivate, equip, and keep project team members accountable and on task. This section is aligned with the Project Management Institute’s nine knowledge areas of PMBOK® Guide. Each course will utilize both new content as well as best practices. 30 PDUs

Method of teaching: Students will use discussion, cases, and group activities to facilitate the course.

Course Objectives:

Planning, Staffing, Project Start Up

- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a Work Breakdown Structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path

(Continued on next page)

- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Discuss effects of a late start
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan

Managing Team Module

- Analyze job responsibilities
- Discuss a priority checklist
- Assess modern day accountability myths
- Evaluate how to coach the project team toward success
- Equip workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going
- Explain tough-minded leadership
- Contrast different change strategies
- Classify why project teams block change
- Choose ways to reduce project team resistance
- Evaluate changes which support goals
- Develop core values
- Explore strategies for creating trust
- Define ways to equip and empower
- Describe requirements for being an overcomer on project teams
- Analyze two types of motivation within a project team
- Examine ways to align motivational techniques to workers
- Analyze the disciplining of project team members and ways for changing behavior
- Identify how to track project team members
- Discuss values of successful coaching of project teams
- Analyze common coaching mistakes of project teams

Change Module

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Evaluate four types of change
- Examine five roles of change agents
- Explain the drivers of change
- Classify the roadblocks to change
- Predict three areas that impact change on people
- Assess five new focuses from change

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- Understand six ways fear hinders change
- Evaluate seven qualities of a paralyzed state
- Identify eight factors that determine a person's viewpoint
- Compare four ways people respond to change
- Evaluate when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan

Conflict Module

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends

Project II Best Practices

- PROJECT INITIATING AND DEFINITION INTRODUCTION
 - The Initiating Phase
 - Elements of the Initiating Phase
 - Project Management Phases
 - Business Case/Project Statement

(Continued on next page)

Enterprise Projects or Programs
Business Analysis
Concept Review
The Concept Atmosphere
Problems during the Initiating Phase

- BUSINESS CASE
 - Elements of the Business Case/Project Statement
 - Who Does What
 - How Should the Business Case/Project Statement be Developed
 - A Plan for Planning
 - Timeframe for Completion
 - Business Case Form
 - Alternate Approaches to the Preparation of a Business Case
 - Level of Detail
 - Recommended Formats for Three Levels of Business Case

Title of Course:	Project Management 120 Hour Intensive – Part 3 Budgeting, Quality, and Risk <i>(all four PM 120 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$2,342.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,857.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$3,357.00	MFC Discount from Commercial Price:	15%

Price per each additional participant in excess of the maximum (if applicable): N/A

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 3 of 4 part series: Participants focus on additional planning of the project while examining issues such as risk, budgeting, and how to maintain quality throughout the project. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. In Phase III, when planning the budget, quality and risk are aligned with the Project Management Institute’s nine knowledge areas of PMBOK® Guide. Each course will utilize both new content as well as best practices. 30 PDUs

Method of teaching: Students will use discussion, cases, and group activities to facilitate the course.

Course Objectives:

Budgeting, Quality, and Risk

- Identify seven things which must be communicated in every project
- Review who should be communicated to
- Evaluate the results of poor communication
- Identify a checklist for team meetings
- Analyze signs of poor updates
- Describe ways to communicate bad news

Quality Module

- Compare old and new philosophies in project management
- Define quality for today’s projects

(Continued on next page)

- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set guidelines for executing continuous quality through the project
- Examine continuous process improvement for project processes
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns in past and future projects
- Design a continuous improvement project team's concern
- Judge ways to reduce resistance from organizational culture
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics to the cost of quality in projects
- Choose techniques for involving coworkers
- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach to quality
- Record steps for creating a quality action plan in projects
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting

Problem Solving Module

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving analysis in projects
- Review what influences the problem solving experience in projects
- Define the problem solving processes for successful projects
- Assess the resources needed to fulfill the problem solving plan
- Examine creative solutions in solving project plans
- Compare what to do if you inherit a goofy solution
- Conduct a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution
- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure

Negotiation Module

- Analyze the benefits of negotiations
- Examine killer mistakes in negotiations
- Evaluate three ways of bargaining
- Discuss the three views of preparation

(Continued on next page)

- Identify techniques for personal preparation
- Assess preparation techniques to counter your opponent
- Design and arrange the first session
- Review how and why to set parameters in project negotiations
- Classify techniques for handling emotionally charged issues
- Identify standard negotiation funneling practices
- Design questions that benefit your position while working on projects
- Discuss words to use in the questions for greater impact
- Analyze barriers to overcome during negotiations
- Identify guidelines for examining the opponent's position
- Evaluate research techniques for checking out the opponent
- Examine ways to overcome price objections in project resources
- Discuss the benefits of reinforcing price before negotiations
- Analyze standard negotiation strategies
- Identify techniques to use to follow up after the deal is made

Project III Best Practices

- PROJECT MANAGEMENT PLANNING
Planning is the Seed for Success
Responsibilities
Terminology
- PLANNING PROCESS AND PROJECT PLAN
What is Project Planning
The Planning Process
Importance of the Project Plan
Steps in the Planning Process
Overview of Project Scheduling
- ACTIVITY DEFINITION AND SEQUENCING
Develop Project Tasks
Define Task Relationships
Defining Deliverables
Development of a Project Schedule
Define Precise and Measurable Milestones
Steps to Creating a Project Schedule
Estimate Task Duration
Define Priorities
Define Critical Path
Document Task Relationship
Document Assumptions
Review the Results

(Continued on next page)

- BUDGETING
 - Overview of Project Budgeting
 - Identify Cost Factors
 - Project Estimate Summary Worksheet
 - Instructions for the Project Estimate Summary Worksheet
 - Document Assumptions
 - Review the Cost Estimates
 - Estimated Cost at Completion Report

- CONFIGURATION MANAGEMENT
 - Configuration Management
 - Configuration Management Organization
 - Configuration Management Plan
 - Tasks During the Planning Phase
 - Relationship to Quality Management
 - Authority and Responsibility
 - Control Items
 - Configuration Management Procedures
 - Storage of Control Items
 - Configuration Management Goes Beyond Development

- QUALITY PLANNING
 - Quality Process
 - Creating the Quality Plan
 - Responsibility for Quality
 - Independence of the Quality Assurance Team
 - Checklist
 - References

- REQUIREMENTS DEFINITION
 - Importance of Project Requirements
 - When are Requirements Defined?
 - Requirements Specifications
 - Who Defines Requirements?
 - Requirements Traceability
 - Approvals
 - Managing Requirements Changes
 - References

- RESOURCE PLANNING
 - Overview of Resource Planning
 - Determining the Size of the Team

(Continued on next page)

Determining Required Skills
Identifying Required Non-Labor Assets
Define Resource Profiles
Forming the Team
Support Functions
Define Assumptions

- RISK MANAGEMENT PLAN
 - Identify Risks
 - Risk Management Process
 - Responsibility for Risk Identification
 - Risk Management Worksheet Instructions
 - Contingency Planning
 - Risk Management Worksheet Sample
 - Suggested Preventive and Contingency Measures
 - Risk Identification Summary (Top Five Risk)

- PROJECT PLAN FORMAT
 - The Project Plan Template
 - Plan Approval
 - Project Summary
 - Project Charter
 - Project Trade Off Matrix and Status Summary
 - Project Organization
 - Activity List / Work Breakdown Structure
 - Work Product Identification
 - Project Schedule
 - Estimated Cost at Completion
 - Resource Loading Profiles
 - Requirements
 - Risk Management Plan
 - Configuration Management Plan
 - Quality Plan
 - Top Five Issues
 - Issue Item Status
 - Action Item Status

Title of Course:	Project Management 120 Hour Intensive – Part 4 Project Execution, Monitoring, and Close Down <i>(all four PM 120 sections must be taken consecutively)</i>	Length of Course (# of Days/Hours): 4.5 Days – 30 PDUs	
Price Per Person:	\$2,342.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$2,857.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	18%
Commercial Price Per Person:	\$3,357.00	MFC Discount from Commercial Price:	15%

Price per each additional participant in excess of the maximum (if applicable):	N/A
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Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: Part 4 of 4 part series: Participants will focus on monitoring and executing the project while moving into the close down phase of the project. Additional focus will be on problem solving and delivering quality customer service and value, regardless if the customer is internal or external. Participants will discuss and participate in analysis of measuring the individual performance of team members. This section also focuses on how to properly hand the project off to the customer for effective transition. Phase IV is aligned with the Project Management Institute’s nine knowledge areas of PMBOK® Guide. Each course will utilize both new content as well as best practices. 30 PDUs

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Describe ways to communicate bad news
- Classify how to manage the project through influence rather than power
- Summarize danger signals to watch
- Assess how to crash a project
- Implement close down checklists and handoff procedures
- Identify phase out of the project
- Conduct a postmortem
- Review current hindrances facing organizations

(Continued on next page)

Customer Service Module

- Analyze why every project should be concerned about customer service
- Compare customer expectations to customer deliverables
- Define customer service for both internal and external customers in projects
- Evaluate customer expectations for projects
- Break down top customer complaints
- Identify how to build credibility with customers
- Assess how to bond with customers
- Identify ways of persuading customers to provide more information
- Choose distinct connections every customer must receive
- Rate human factors which mislead communication
- Understand unspoken signals which distort communication
- Understand how to put active listening to work
- Select ways for handling problem customers
- Review methods for calming down irate customers
- Identify special care to the elderly or chronically ill
- Discuss feedback systems that work in projects
- Measure warning signals that customer service is dying
- Identify five ways to improve your customer service in every project

Performance Module

- Discuss advantages of performance management
- Identify performance needs
- Match performance to project directives
- Analyze ways to communicate performance expectations in every project
- Define ways in discovering the performance gap
- Classify benchmarking techniques of present performance
- Discuss training and the performance gap
- Examine questions to ask in determining project performance
- Explore how to break down project performance into understandable steps
- Define how to map the performance map
- Review monitoring of project performance indicators
- Show how to link operational goals to project performance
- Analyze mentoring roles in advancing project performance
- Examine the impact of incorporating best practices in project performance
- Evaluate how to create a project performance results matrix
- Establish a project performance development plan to transition team members toward peak performance

Procurement Module

- Contracting process
- Methods of contracting
- Contracting types
- Evaluating and awarding contracts

(Continued on next page)

- Conducting a search for contract source
- Price and budgeting requirements
- Interpreting changes
- Termination of contracts
- Handling appeals, disagreements in contract
- Contract closeout planning

Project IV Best Practices

- INTRODUCTION TO EXECUTION
What Happens During Project Execution?
Project Control Process
Preventing Problems is Better than Fixing Them
- APPROVAL PROCESS
What is the Approval Process?
Contractor Payments
- CONFIGURATION MANAGEMENT
- CHANGE, VERSION AND ISSUE MANAGEMENT
What Happens During Project Execution?
You Can't Manage What You Don't Control
The Change Control Form
Phase 1 - Requester Information
Phase 2 - Initial Review of the Change Request
Phase 3: Initial Impact Analysis
Phase 4: Final Review Results and Change Priority
What is Issue Management
The Issue Resolution Form
Phase 1 - Requester Information
Phase 2 - Initial Review of the Issues
Phase 3: Tracking
Phase 4: Final Review Results and Change Priority
- CORRECTIVE ACTIONS
The Best of Plans can go Wrong
Where Problems Come From
Fix the Problem with a Recovery Plan
- PROJECT REVIEWING
Review Process
Informal Review Process

(Continued on next page)

The Status Review
Team Meetings
Executive Meeting
Link to Change, Issue and Quality Management

- RISK MONITORING AND MITIGATION

Preventing Problems
What is After Risk Assessment?
The Evolution of Risk Control
Risk Monitoring is an Iterative Process
Risk Manager
Risk Meetings
Ongoing Risk Identification
Focus on Key Risk
Risk Resolution
Historical Record

- TRACKING AND MONITORING PROJECT PERFORMANCE

Introduction to Project Tracking and Monitoring
The Project Plan as the Road Map
The Project Plan as the Baseline
Why Tracking and Monitoring?
How and What is to be Tracked
When Should Tracking be Done?
Activity and Schedule Tracking
Monitoring
Planned Versus Actual Costs
Cost Determination
Update the Cost Model
Document Assumptions
Tracking and Monitoring Costs
Estimate at Completion (EAC) Summary Report
Financial Metrics
Resource Loading Updates
Steering Committee
Independent Reviews
Periodic Updates
Managing External Project Managers

- PROJECT CLOSE-OUT INTRODUCTION

Overview

(Continued on next page)

- **POST IMPLEMENTATION EVALUATION REPORT AND ARCHIVING**
 - What is a Post Implementation Evaluation Report?
 - Identifying and Addressing Success
 - Who Prepares the Report?
 - Collecting Project Data
 - Where is the Archive Maintained
 - How is the Archived Material Used?
- **RECOGNITION AND CELEBRATION OF SUCCESS**
 - Recognition of Success
 - What is Success?
 - Conduct a Lessons Learned Session
 - Document Lessons Learned

Title of Course:	CD Consultant On Project Management: Desktop Training	Length of Course (# of Days/Hours): Self Paced– 14 PDU's (Up to 5 people)	
Price Per Set:	\$537.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$874.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	39%
Commercial Price Per Person:	\$874.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Frustrated with projects being late and over budget? Tired of dealing with inexperienced team members? Are you constantly watching projects struggle due to a lack of planning and coordination? If the answer is “yes” to any of these questions, you need the new **CD Consultant on Project Management**. This multi media course teaches core project management skills in 8 easy lessons. No other product gives you this amount of training for such a low investment.

WHAT IS CD CONSULTANT ON PROJECT MANAGEMENT?

CD Consultant on Project Management is a desktop training program taught with 8 multi-media CD’s which work on any Windows platform. The program needs nothing to download. It uses your Internet Explorer, Adobe Reader and Media Player which is standard equipment. Each CD is narrated in a colorful PowerPoint presentation filled with effective content and insider tips, as well as short video vignettes. This program includes ready made participant handouts which can be duplicated and taught to 1 or 1000. Each presentation is packed with 25 to 55 minutes of informative and problem solving content along with video activities and situational discussions. This program allows one to plug in a CD, turn on speakers, click the narrated PowerPoint button and begin learning successful project management techniques within minutes. Internet is not needed to use this program.

WHAT DOES THIS COURSE DO FOR THOSE WHO TAKE IT?

CD Consultant on Project Management presents a broad view of all project phases: start-up, planning, initiation, execution, control and close-out. In addition, there is special emphasis on challenging areas such as risk, communication, contingency and lessons learned.

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The focus of this course is to equip your project management teams with core skills in a short period of time. Each CD places emphasis on making the content useable so participants can apply it instantly. It is designed so that individual skills can be refreshed alone without going back through the entire program. One can also reinforce learning through short video discussions which examine project inefficiencies.

HOW CAN WE KNOW THESE TECHNIQUES WORK?

Dr. Keith Mathis has been running projects for over 23 years and has been teaching these project management skills professionally for 14 years. He is a GSA contractor for the federal government and has trained people from FCC, Consumer Products, Department of Defense and NGA. He also has conducted project management training for PPL Corporation, Knoll, and Centex Homes. Dr. Mathis has a multiple year contract with the State of Missouri for conducting project management training and assisting them in updating their Best Practice Manual. In addition, he has conducted training in specialty areas such as electrical power plants, technology and construction. This same program assists each group in running projects more effectively.

CAN PARTICIPANTS RECEIVE PDUs FOR THIS COURSE?

For those who desire PDUs, this program is perfect. It has been registered with Project Management Institute. Included in the price of this course is the ability for 5 individuals to pick up 13 PDUs at no extra cost. You can now learn the same skills that other organizations pay thousands to learn for only a small investment. Desktop training puts you in control of equipping your team with successful techniques anytime you desire.

Why not order, at no obligation, your copy of the ***CD Consultant on Project Management*** today!

Give us a call at 800-224-3731 or email at keith@themathisgroup.com.

Online Project Management Course Outlines

Title of Course:	PMP® Exam Prep Boot Camp	Length of Course (# of PDUs) 35	
Price:	\$390.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$399.00	Government Discount from MFC Price:	2%
Commercial Price Per Person:	\$399.00	MFC Discount from Commercial Price:	0 %

Price per each additional participant in excess of the maximum (if applicable):	N/A
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Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This fast paced boot camp prepares each participant with all the core competencies to pass the PMP® the first time. We teach you the terms, processes and skills to pass the course with minimal post course study. Also, learn methodologies for taking national tests. This course will follow the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*.

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, you must complete the course in 90 days.*

The Mathis Group PMP® Exam Guarantee: In the unlikely event you do not pass the PMP® exam the first time, you will be able to review the course for 30 days and retake the exam. If you do not pass the PMP® the second time, you will have an additional 30 days to review the course and take the exam. If you do not pass the exam after the third attempt, The Mathis Group will refund the \$399 cost of the course.

Conditions:

1. The student must complete all course activities, tests, and activities provided.
2. If additional attempts are necessary, the student is responsible for contacting The Mathis Group to be reactivated in the course.
3. All three attempts must be within 120 days of the initial PMP® Exam Prep Boot Camp purchase date.
4. If the three attempts go beyond the original 120 days, there will be a \$100.00 reactivation fee to reopen the course.

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PMP® Exam Prep Course Content: The course content focuses on *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition*.

5 process groups:

Initiating

Planning

Executing

Monitoring and Controlling

Closing

9 knowledge areas:

Project Integration Management

Project Scope Management

Project Time Management

Project Cost Management

Project Quality Management

Project Human Resource Management

Project Communications Management

Project Risk Management

Project Procurement Management

- Professional and Social Responsibility
- Test-taking strategies and techniques
- Project Management definitions, process charts and formulas
- Practice exams, scenarios and activities

What You Receive Online

- The Mathis Group's course workbook
- Narrated PowerPoint slides
- Relevant activities
- Process charts
- Vocabulary tests
- Free online simulation tests

Recommended Material

- *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - 4th Edition*
- *PMP® Study Guide 6th Edition* by Kim Heldman (includes software) ISBN# 978-1-118-08321-5

Title of Course:	Project Management Fundamentals	Length of Course (# of PDUs) 6.5	
Price:	\$90.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$97.00	Government Discount from MFC Price:	7%
Commercial Price Per Person:	\$97.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course focuses on ways employees can run projects faster and more effectively. This course recommends a six-phase process as well as numerous preventative actions to efficiently speed up a project. Participants will learn how to successfully create, monitor, and guide the project’s scope and critical path as well as how to manage multiple projects. Participants will diagnose and prevent problems such as scope creep, time slippage, and team conflicts. This course will follow the Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 6.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Define the six step project management process
- Understand the project’s life cycle
- Determine five ways to give proper leadership within culture
- Design an agenda for the first project team meeting
- Identify the triple constraints of every project
- Define the project drivers
- Demonstrate interviewing techniques that will assist in determining project specifics
- Review constraint red flags to watch
- Show how to set, control and monitor project scope
- Summarize major areas to brainstorm
- Classify who to place on your project team

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- Label role descriptions and project responsibilities when you have no position power
- Facilitate brainstorming and planning meetings
- Create a modified code of conduct for running an empowered team
- Examine forms in scheduling a project and possible scheduling issues
- Formulate a Work Breakdown Structure
- Track multiple projects
- Evaluate a real time line
- Evaluate why time calculations are wrong
- Examine characteristics of a milestone
- Analyze strengths and weaknesses of a Gantt chart
- Define the critical path
- Evaluate the strengths and weaknesses of a critical path
- Explore how to handle delays
- Examine steps in creating a project budget and developing a master budget control process
- Discuss implementation of project plan
- Identify seven things which must be communicated in every project
- Assess how to crash a project
- Implement close down checklists and handoff procedures

Title of Course:	Project Monitoring, Evaluation and Oversight	Length of Course (# of PDUs) 13	
Price:	\$190.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$195.00	Government Discount from MFC Price:	3%
Commercial Price Per Person:	\$195.00	MFC Discount from Commercial Price:	0%

Price per each additional participant in excess of the maximum (if applicable):	N/A
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Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course examines how to establish processes and evaluation techniques for auditing project solutions. You will learn data collection techniques and how to convert soft data to monetary values which can be measured and evaluated. Discover various audits and how to measure project components such as performance, resources, planning, customer relationships, and vendor-contractor relationships. This course also focuses on establishing process improvements in the maintaining of oversight procedures. You are able to apply widely accepted standards and preferred evaluation and oversight principles, as well as provide means to compile, analyze and optimize project performance. Explore ways to deliver feedback and make recommendations to the appropriate individuals in the organization. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Define project oversight and why it is needed in organizations
- Establish evaluation processes and procedures
- Compare the difference between research and evaluation
- Evaluate current hindrances facing organizations when conducting oversight
- Analyze various ways of setting standards and measurements for projects
- Determine project metrics and requirements
- Define internal stakeholders for oversight and evaluation
- Explore benchmarking techniques

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- Define the what, why and how of evaluation
- Develop methods to evaluate projects you did not create
- Discuss models of successful evaluation
- Explore key success factors
- Examine data collection methods, formats and data analysis
- Explore ways to measure skills and knowledge
- Analyze how to calculate and interpret ROI
- Identify application and implementation costs
- Discuss forecasting methods
- Design evaluation templates and tools to conduct audits
- Examine project planning, performance, and resource audits
- Compare technology audits
- Examine customer acceptance audit
- Discuss vendor-contractor audits
- Create evaluation reports that impact the organization in a positive way
- Discuss methods for making recommendations which encourage rather than disrespect
- Explore recording techniques for making recommendations
- Discuss recovery assessment processes
- Examine recovery indicators
- Examine a project recovery plan

Title of Course:	Project Risk Management	Length of Course (# of PDUs) 13	
Price:	\$190.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$195.00	Government Discount from MFC Price:	3%
Commercial Price Per Person:	\$195.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course teaches participants how to examine and measure objectives within cost, schedule, and cultural issues. Risk for this program is examined as defining the probability of the project. This course examines risk identification, risk communication, and risk planning. This course will follow one or more of Project Management Institute’s nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Definition of risk
- Sources of risk
- Risk management
- Conducting risk analysis
- Confronting the attitudes on risk
- Signals of risk
- Techniques to confronting risk
- Ranking
- Scenario
- Statistical process control
- Risk turmoil
- Performance risk
- System risk

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- Process risk
- Data gathering
- Evaluating plans
- Interviewing
- Facilitation of brainstorming sessions
- Managing risk plans
- Transferring risk
- Monitoring risk
- Risk teams
- Special response team
- Risk trade off
- Define risk management
- Define the six major processes of risk management
- Detail the process of risk management planning
- Detail the process of risk identification
- Detail the process of qualitative risk analysis
- Detail the process of quantitative risk analysis
- Detail the process of risk response planning
- Detail the process of risk monitoring and control

Title of Course:	Vendor Management	Length of Course (# of PDUs) 19.5	
Price:	\$275.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$285.00	Government Discount from MFC Price:	4%
Commercial Price Per Person:	\$285.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course will provide detailed instruction in areas such as pre-solicitation, solicitation and award of a contract. Each participant will develop tools for working with vendors, a clear understanding of vendor motivation, and techniques for making it a win-win relationship. This course focuses on ways to select, monitor and control vendors, as well as how to make vendors a partner or an extension as stakeholders who deliver the right performance throughout the length of the project. In addition, this course focuses on all aspects of vendor management, such as developing vendor management plans, identifying performance measurements and discussing various contract types and their strengths and weaknesses. 19.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Discuss vendor challenges
- Explore the future of vendor relationships
- Compare purchaser and vendor motivations
- Compare the pros and cons of outsourcing a project to a vendor
- Discuss reasons for vendor relationships
- Examine the real world of culture and language
- Evaluate how vendor management can benefit organizations
- Examine phases in the acquisition process
- Explore the duties of the contract officer
- Identify best practices of vendor management

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- Discuss reasons and roles for a Vendor Management Office
- Compare the procurement cycle to project management
- Compare organizational and government procurement processes
- Examine 5 phase process of vendor management
 - ***Phase one: Pre-Award Stage***
 - Forecasting future requirements
 - Acquisition planning
 - Project scope statements
 - Make or buy discussion
 - Baseline estimated cost
 - Successful steps for creating an effective RFP
 - Examine what impacts the RFP process
 - Basic parts of the RFP
 - Designing a statement of work
 - Key elements of a performance work statement
 - Methods of contract surveillance
 - ***Phase two: Source Selection***
 - Techniques on setting expectations with vendor
 - Vendor risk
 - Conducting a risk analysis of each vendor
 - Risk sharing
 - Criteria for evaluating the vendors
 - Vendor evaluation process
 - Sealed bidding process
 - Success criteria for evaluating vendors
 - Qualifications for vendor selection
 - ***Phase three: Award Contract***
 - Vendor orientation
 - Vendor management plan
 - Vendor measurements or scorecard
 - Vendor performance
 - Negotiation strategies used by vendors
 - Strengths and weaknesses of contract types
 - ***Phase four: Contract Management***
 - Work plan to fulfill statement of work
 - Benchmarks
 - Communication
 - Status and performance meetings
 - Types of audits

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- Auditing plan
 - Internal and vendor project manager relationships
 - Auditing process
 - Difference between internal, external and third party auditing
 - Areas for the auditing examination
 - Vendor conflicts and how to resolve them
 - Best practice guide sheet for auditing
 - Process designs for auditing the vendor
 - Monitoring contractor requests for payment
 - Contract modifications
 - Contract termination for convenience
 - Procedures for termination for convenience
 - Contract termination for default
 - Procedures for termination for default
 - Contract disputes
 - Ethical standards and procurement integrity
- ***Phase five: Contract Closure***
- Knowledge transfer
 - Vendor/customer handoff
 - Contract closeout
 - Steps in contract closeout

Title of Course:	Microsoft Project 2003 Intermediate	Length of Course (# of PDUs) 6.5	
Price:	\$90.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$97.00	Government Discount from MFC Price:	7%
Commercial Price Per Person:	\$97.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course will build upon the basic skills students learned in the Microsoft Project 2003 Basics course. This course will go beyond simply preparing a Project Plan and actually look at the skills needed to use Microsoft Project during the Project Implementation phase. By the end of this course, students will be able to exchange project plan data with other software applications, update current and past project plans, produce custom reports in a variety of Medias, and reuse project plan information in other current or future projects.
6.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Import/Export Project Plan Data with other Software Programs
- Import a Task List from an Excel File into a New Project Plan
- Create a Custom Import Map
- Export Project Plan Cost Data into Excel
- Copy a Picture into a Word Document
- Save Project Plan Information as a Web Page
- Enter Task Progress Information
- View Task Progress
- Split a Task
- Reschedule a Task

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- Filter a Task in a Project Plan
- Save an Interim Project Plan
- Create a Custom Table
- Add Custom Columns to a Table
- Hyperlink Document to Tasks
- Create a Custom Report
- Modify a Custom Report's Header and Footer
- Add a Picture to a Report
- Modify a Custom Report's Margins
- Print a Custom Report
- Create a Project Plan Template
- Create a Custom Combination View
- Make Custom Views Available to Other Project Plans
- Share Resources
- Create a Master Project Plan

Title of Course:	Microsoft Project 2007 Basics	Length of Course (# of PDUs) 6.5	
Price:	\$90.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$97.00	Government Discount from MFC Price:	7%
Commercial Price Per Person:	\$97.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This one-day course is focused on helping individuals who use Microsoft Office Project Professional 2007. The course will cover the critical skills necessary to create and modify a project plan file in Microsoft Project. Various skills related to the project plan that will be addressed include creating tasks, managing resources, and organizing resource assignments. By the end of this course attendees will be able to create a project plan file containing tasks and organize these tasks in a work breakdown structure containing task relationships. They will also be able to create and assign resources and finalize the project to implement the project plan.
6.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Create a Project Plan File
- Create and Assign a Project Calendar
- Add Tasks to the Project Plan File
- Add a Project Summary Task
- Add a Recurring Task
- Enter Task Duration Estimates
- Create a Work Breakdown Structure (WBS)
- Outline WBS Tasks
- Link Dependent Tasks

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- Identify Deliverables in the Project Plan File
- Constrain WBS Tasks
- Set a Task Deadline
- Input Project Resources and Costs
- Create a Resource Calendar
- Assign Resources
- Assign Additional Resources to a Task
- Resolve Resource Conflicts
- View the Critical Path
- Shorten the Project Duration
- Save a Baseline
- Display Project Summary Information
- Finalize the Project Plan

Title of Course:	Microsoft Project 2007 Intermediate	Length of Course (# of PDUs) 6.5	
Price:	\$90.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$97.00	Government Discount from MFC Price:	7%
Commercial Price Per Person:	\$97.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course will build upon the basic skills students learned in the Microsoft Project 2007 Basics course. This course will go beyond simply preparing a Project Plan and actually look at the skills needed to use Microsoft Project during the Project Implementation phase. By the end of this course, students will be able to exchange project plan data with other software applications, update current and past project plans, produce custom reports in a variety of Medias, and reuse project plan information in other current or future projects.

6.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Import/Export Project Plan Data with other Software Programs
- Import a Task List from an Excel File into a New Project Plan
- Create a Custom Import Map
- Export Project Plan Cost Data into Excel
- Copy a Picture into a Word Document
- Enter Task Progress Information
- View Task Progress
- Split a Task
- Reschedule a Task
- Filter a Task in a Project Plan

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- Save an Interim Project Plan
- Create a Custom Table
- Add Custom Columns to a Table
- Hyperlink Document to Tasks
- Create a Custom Report
- Modify a Custom Report's Header and Footer
- Add a Picture to a Report
- Modify a Custom Report's Margins
- Print a Custom Report
- Create a Project Plan Template
- Create a Custom Combination View
- Make Custom Views Available to Other Project Plans
- Share Resources
- Create a Master Project Plan

Title of Course:	Creating a Successful Project Business Case	Length of Course (# of PDUs) 13	
Price:	\$190.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$195.00	Government Discount from MFC Price:	3%
Commercial Price Per Person:	\$195.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This intensive online course will focus on the business case. Learn what a business case is, what it includes, why it is necessary for successful project management, and how to develop a business case for every project. Learn how to conduct a business case review to ensure your project’s success. This course will follow one or more of Project Management Institute’s nine knowledge areas of PMBOK® Guide. 13 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Define business case
- Identify purpose of a business case
- Examine the relationship between organizational strategy and the business case
- Define and detail project charter
- Define content areas of a business case
- Detail areas of document objectives, reasons, benefits and benefits realization
- Detail areas of timescale, costs and investment appraisal
- Define and detail sensitivity analysis
- Define estimating concepts and detail four models of estimating
- Define and detail project data collection
- Examine hard and soft data
- Examine strategies for converting data to monetary values

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- Detail five steps to converting data to monetary values
- Define and detail return on investment (ROI)
- Define and detail benefit/cost ratio, payback period, net present value, internal rate of return
- Examine the building/creation of a business case
- Examine methods of developing a business case
- Examine different formats for a business case
- Examine business case templates
- Define business case review
- Examine questions to ask during a business case review
- Define inputs and outputs from a business case review
- Examine options after a business case review
- Identify levels of responsibility with a business case
- Analyze a business case example

Title of Course:	Project Cost Management	Length of Course (# of PDUs) 6.5	
Price:	\$90.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$97.00	Government Discount from MFC Price:	7%
Commercial Price Per Person:	\$97.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This course focuses on basic cost management theories and techniques. Learn how to give value to the customer beyond cost. Discuss ways to get the project back on track and how to adjust budgeting issues during over expenditures. This course will follow one or more of Project Management Institute’s nine knowledge areas of PMBOK® Guide. 6.5 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Budgeting basics
- Estimating techniques
 - o Past history
 - o Effort
 - o Hours
 - o Resources
 - o Contingency
 - o Rework
 - o Labor
 - o Technology
 - o Pilot program
 - o Training

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- o Roll out
- o Building/facility
- o Maintenance
- o Follow-up
- Pre-estimating process
- Constraint estimating
- Team design
- Expert estimating
- Cost projections
- Creative steps to estimating
- Detailing the problem
- Estimating the initial cost
- Constraints which impact cost
- Cost control systems
- Cost estimate basics
- Types of estimates
- Figuring ROI on your project
- Allocating costs
- Handling emergencies
- Unplanned work
- Scope creep
- Scope change
- Estimate is too high
- Getting it back on budget
- Define the processes of project cost management
- Detail the process of resource planning
- Detail the process of cost estimating
- Detail the process of cost budgeting
- Detail the process of cost control

Title of Course:	Project Communication Management	Length of Course (# of PDUs) 13	
Price:	\$190.00	Minimum Number of Participants:	N/A
		Maximum Number of Participants:	N/A
Most Favored Customer (MFC) Price Per Person:	\$195.00	Government Discount from MFC Price:	3%
Commercial Price Per Person:	\$195.00	MFC Discount from Commercial Price:	0%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with a PMP® Credential and outstanding presentation skills.
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Course Description: This two-day course will focus on ways to use project communication and communication theories as a way to influence others within and outside of the project team. Participants will learn how to focus on framing the data and information in a correct manner as well as proper usage of words and language for influencing project stakeholders. This course will follow one or more of Project Management Institute's nine knowledge areas of *PMBOK® Guide*. 13 PDUs

Method of teaching: *Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.*

Course Objectives:

- Analyze the value of project interviews
- Evaluate how to approach people
- Identify perception
- Examine what impacts project perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of project communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult

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- Identify questions to ask if miscommunication is common
- Evaluate verbal softeners
- Detail characteristics of a poor listener
- Predict obstacles of listening during projects
- Define project management's role in project meetings
- Describe ingredients of effective project meetings
- Evaluate receiving feedback on performance
- Design responses to negative project feedback
- Understand techniques for disagreeing
- Define project communication management
- Define the four major processes in project communication management
- Detail the process of project communication planning
- Detail the process of project information distribution
- Detail the process of project performance reporting
- Detail the process of administrative closure

Professional Development Training Course Outlines

Title of Course:	21st Century Consulting	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%

Price per each additional participant in excess of the maximum (if applicable): N/A

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed to teach core consulting competencies with individuals who are giving customers advice and helping them solve problems. *21st Century Consulting* can be used by internal consultants or external independent consultants. This seminar teaches the approaches for discovering real life solutions that work with consulting. In addition, this course focuses on how to build, keep and advance the customer relationship while building long-term trust.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the differences between internal and external consultants
- Analyze interview skills that will give insights into any project
- Discuss which areas to brainstorm when doing a client project
- Brainstorm how to set project objectives that are measurable and realistic
- Discuss collecting data and information
- Evaluate how to analyze a problem
- Analyze the best skills and personnel needed to successfully fulfill this project
- Evaluate ways to create a project plan, set expectations and monitor progress
- Analyze the process of conducting a gap analysis
- Discuss the steps to a force field analysis
- Brainstorm techniques for problem solving

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- Evaluate best practices of coaching and mentoring the client
- Identify ways to discuss strategic changes that will help the client
- Evaluate roadblocks to strategic change
- Analyze best approaches in creating a transition team for implementation
- Create a code of conduct for assisting the team in acting professional
- Explore options in presenting the results to the customer
- Discuss proposal design and documentation
- Analyze feedback systems which assist the consulting relationships
- Develop project planning techniques for running the consulting project
- Analyze approaches for conducting a close out session on a project
- Discuss the benefits of a post mortem and how to conduct one

Title of Course:	Advanced Sales Skills	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed for sales professionals who already have foundational sales skills. This course focuses on using the foundational skills in a new way with additional techniques for higher close rates. Learn how to build a sales model full of return sales and repeat business. Examine the psychology of selling as well as ways to increase your own personal magnetism. This course focuses on behavior and performance skills that will make positive changes and create higher results.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Examine the sales process of the normal transaction
- Compare traditional sales process with advanced model of sales
- Analyze how to fill the pipe line for greater sales profits
- Identify ways to increase customer value to the individual buyer
- Evaluate closing techniques and ways to make them better
- Examine the seven step process organizational buyers make
- Define five stage selling process
- Evaluate what it takes to be a super star
- Explain presentation techniques that assist in moving the customer along
- Discuss the barriers of selling the invisible
- Analyze communication techniques of reflective listening
- Understand body language and what the customer is really saying
- Analyze ways to ask purpose driven questions for better results

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- Identify how to read people like a book
- Examine negotiation skills that can create a win-win relationship
- Compare negotiating styles and ways to counter each incident
- Examine marketing secrets that can boost your sales volume
- Create follow-up techniques that get buyers to return

Title of Course:	Advanced Team Building	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course will refresh the fundamentals of team building and then will build upon it with additional skills. This course will focus on skills used to run teams smoothly and more effectively. Team leaders or perspective team leaders and managers should be part of this course.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss why teams fail
- Examine what it will take for teams to be successful
- Analyze what it means to work as a team
- Evaluate true team commitment
- Define Tuckman’s Theory of team development
- Evaluate what happens in each stage
- Review five ways to build trust in each team
- Create a code of conduct for your team
- Discuss how to use peer pressure effectively
- Examine three rules for facilitating discussion
- Evaluate five causes for team conflict
- Analyze the role of team leader
- Analyze the role of team member
- Analyze the role of scribe or recorder
- Analyze the role of team sponsor

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- Discuss aligning team vision with organizational strategy
- Create a communication plan for upper management
- Discuss diagnosing team conflict
- Discuss behavioral styles in teams
- Examine five ways team leaders impact the team
- Apply brainstorming techniques
- Select the proper team members
- Diagnose skills needed on the team
- Evaluate the use of facilitation skills in teams
- Diagnose communication problems upline
- Diagnose communication problems cross functional
- Design an agenda that impacts performance and behavior
- Identify the triple constraints of team projects
- Demonstrate interviewing techniques that will assist in determining goals or scope of team
- Review red flags to watch
- Understand how to set, control, and monitor scope of team projects
- Understand ways to track team projects
- Evaluate real timelines for team projects
- Discuss implementation of team project plans
- Explore how to handle delays
- Assess how to speed up teams
- Discuss close down checklists and handoff procedures

Title of Course:	Balanced Scorecard Fundamentals	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This introductory one-day course teaches the balanced scorecard philosophy developed by Robert Kaplan and David Norton. This seminar teaches the fundamentals of the balanced scorecard and how to apply it. This seminar creates ways for participants to translate vision and mission into detailed workable objectives.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define balanced scorecard
- Discuss overview of balanced scorecard
- Analyze limitations of the old style philosophy
- Review benefits of balanced scorecard
- Examine strengths of balanced scorecard
- Identify factors impacting its success
- Create a focused strategy
- Develop ways to support an inherited strategy and vision
- Define ways to clarify strategy
- Identify and direct strategic drivers
- Classify preparation techniques in using the balanced scorecard
- Create the financial perspective
- Create the customer perspective
- Create the learning and growth perspective

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- Create the internal process perspective
- Discuss ways to design a customized tool for your area
- Recommend ideas for aligning management to the balance scorecard
- Identify check-ups and reviews
- Identify major resistors to implementing balanced scorecard
- Formulate ways of gaining input and consensus in implementation
- Create an action plan for monitoring

Title of Course:	Business Writing: Putting Your Thoughts On Paper	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed for those who desire to improve their writing and/or editing skills. Its goal is to enhance the participants' writing skills through lectures, modeling, peer tutoring, and several short written assignments and editing exercises.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Five stages of the composing process
- Gathering material efficiently and effectively
- Examples of several writing tasks
- Benefits of daily journal writing
- Grammar and punctuation overview and review
- Organizing your thoughts
- Organization and structure of business writing
- Rules for writing reports
- Kinds of letters
- Classification of reports and letters
- Common types of reports and letters
- Benefits of brainstorming
- Developing a paragraph
- Benefits of making an outline
- Importance of knowing the reader-writer relationship

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- Functional writing in business, industry, and government
- Conducting primary and secondary research
- Fast fact finding research tools
- Five classes of written materials
- Three main body parts of effective writing
- Three purposes of oral presentations
- Writing oral reports and presentations
- Benefits of presenting data visually
- Developing a functional writing style
- Solving common writing problems
- Where to go when you have trouble with grammar and punctuation
- Bibliography of self help reference books on business writing

Title of Course:	Coaching and Counseling Professionals	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will give each participant basic skills for increasing performance and reducing behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss definitions of a coach
- Analyze qualities of a coach
- Explore dinosaur management compared to coaching
- Model the shifting from one style of management to coaching
- Create values for successful coaching
- Formulate steps in the coaching process
- Explore the seven questions to ask during coaching events
- Model getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Determine which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably

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- Formulate types of intrinsic and extrinsic motivation
- Analyze common coaching mistakes
- Utilize coaching along with performance reviews
- Assess when to use policy and procedures
- Evaluate documentation procedures for a coaching session

Title of Course:	Coaching, Counseling and Mentoring	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course will give each participant the skills to increase performance and reduce behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application. The participant will be able to identify the coaching methods, as well as understand numerous ways to approach a person for the purpose of turning around the employee.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss definitions of a coach
- Analyze qualities of a coach
- Explore dinosaur management compared to coaching
- Model the shifting from one style of management to coaching
- Create values for successful coaching
- Participate in four methods of coaching
- Formulate steps in the coaching process
- Explore the seven questions to ask during coaching events
- Model getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Create coaching agenda for first session
- Predict pitfalls when coaching others

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- Determine which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Formulate types of intrinsic and extrinsic motivation
- Measure the success of the coaching program
- Analyze common coaching mistakes
- Utilize coaching along with performance reviews
- Assess when to use policy and procedures
- Design a sample coaching program customized for individual employees
- Formulate a sample coaching, counseling and mentoring program
- Equip supervisors or managers who coach others
- Evaluate documentation procedures for a coaching session

Title of Course:	Comprehensive Team Leadership	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day seminar will focus on developing comprehensive skills with each team member. This course will create numerous scenarios or problems which affect teams. Participants will take part in group interaction as a heavy component for each segment by exploring how to fix the problem within the culture of the organization. This course will also explore ideas such as how to reproduce team building skills within each person, needs for training others, and how to share information among peers.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss why teams do not share information
- Review Tuckman’s Theory of team development
- Evaluate what happens in each stage
- Create a code of conduct for your team
- Discuss how to confront peers who are not doing their part
- Explore the benefits of facilitation
- Evaluate the core competencies of a facilitator
- Create questions that move a team forward
- Explore new messages with questions
- Diagnose non-verbal techniques
- Develop creative ways to reduce team conflict
- Identify when to intervene in a problem
- Create a plan for equipping a team with new skills

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- Diagnosing team conflict
- Understand hedge words and what they mean
- Lead brainstorming activities
- Create a proper agenda for running successful meetings
- Review how to work with a recorder to guarantee documentation of meetings
- Create buy-in from cross functional supervisors or managers
- Examine coaching and counseling of team members
- Evaluate planning strategies for effective team leadership
- Formulate a list of characteristics of most successful team leadership skills
- Assess how to combine team leadership skills to assist management
- Discuss evaluation procedures in giving feedback on team members
- Organize meetings which detail desired outcomes and expectations
- Predict where team conflict can surface
- Analyze best practices for dealing with conflict
- Explore risk assessment strategies

Title of Course:	Conducting Effective Performance Appraisals	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will give each participant the skills to increase performance and reduce behavioral concerns through conducting performance appraisals. Techniques on confronting employees and developing an action plan to change behavior are included. The course has numerous examples and hands-on application to make sure participants are walking out with desired core competencies. At the end of the course, the participant will be able to identify the coaching methods, as well as understand numerous ways to approach a worker for the purpose of turning them around. The participant will also learn ways to document performance and behaviors which can be used as leverage with the employee and justification for performance evaluation.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze reasons for performance evaluation
- Discuss qualities of good performance evaluation
- Compare old style performance evaluations to modern day
- Evaluate the barriers to documentation
- Discuss what must be documented and how
- Select and set up the performance evaluation
- Classify values for successful coaching
- Examine four methods of coaching
- Evaluate the steps in the coaching process
- Formulate seven questions to ask yourself during the evaluation process
- Define how to get prepared for a face-to-face

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- Select approaches for handling unsatisfactory performance
- Analyze the different stages of one-on-one coaching and behavioral enhancement
- Assess the characteristics of successful coaching
- Evaluate how to disagree agreeably
- Discuss types of intrinsic motivation
- Discuss types of extrinsic motivation
- Evaluate common performance evaluation mistakes and how to prevent them

Title of Course:	Conducting Effective Performance Appraisals	Length of Course 2 Day	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course will give each participant the skills to increase performance and reduce behavioral concerns through conducting performance appraisals. Techniques on confronting employees and developing an action plan to change behavior are included. The course has numerous examples and hands-on application to make sure participants are walking out with desired core competencies. At the end of the course, the participant will be able to identify the coaching methods, as well as understand numerous ways to approach a worker for the purpose of turning them around. The participant will also learn ways to document performance and behaviors which can be used as leverage with the employee and justification for performance evaluation.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze reasons for performance evaluation
- Discuss qualities of good performance evaluation
- Compare old style performance evaluations to modern day
- Evaluate the barriers to documentation
- Discuss what must be documented and how
- Select and set up the performance evaluation
- Classify values for successful coaching
- Examine four methods of coaching
- Evaluate the steps in the coaching process
- Formulate seven questions to ask yourself during the evaluation process
- Define how to get prepared for a face-to-face

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- Select approaches for handling unsatisfactory performance
- Analyze the different stages of one-on-one coaching and behavioral enhancement
- Assess the characteristics of successful coaching
- Evaluate how to disagree agreeably
- Discuss types of intrinsic motivation
- Discuss types of extrinsic motivation
- Evaluate common performance evaluation mistakes and how to prevent them

Title of Course:	Conflict Management	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive two-day course will focus on ways to reduce professional and personal conflict. Participants will gain insight into ways to acquire control of volatile situations and prevent conflict from escalating. They will receive clear steps of action for getting to the root of the conflict while using strong communication and listening skills. In addition, they will learn ways to facilitate bad situations, methods for gaining consensus, and negotiation techniques. This course supports Lombardo Core Competency number 12 on Conflict Management.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define conflict
- Discuss the positive side of conflict
- Analyze 8 most common times for conflict
- Understand 7 stages of intergroup conflict
- Identify 6 reasons for conflict among workers
- Utilize rules for handling anger
- Review assertiveness techniques
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Choose words to use that help the situation

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- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Examine confrontation techniques
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Discuss times to make amends
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Create action plans for quick resolution

Lombardo Core Competencies

- Can find common ground and get cooperation with minimum noise
- Steps up to conflicts, seeing them as opportunities
- Reads situations quickly
- Can hammer out tough agreements and settle disputes equitably
- Good at focused listening

Title of Course:	Confronting Direct Reports	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course will give each participant the skills to confront direct reports while keeping control of the conversation. You will explore numerous behavioral experiences—from basic push backs to strong opposition. Techniques on confronting and developing an action plan to change behavior are included, as well as activities on progressive confrontation which supports policy/procedures and contracts. This course has numerous examples and hands-on cases to make sure participants are walking out with the desired core competencies. This course supports the Lombardo Core Competencies number 13.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare old style ways of handling performance issues to modern day
- Explore guidelines for when to deal with a problem and when to leave it alone
- Examine methods of confronting
- Evaluate the steps in the coaching process
- Formulate 7 questions to ask yourself during the evaluation process
- Select approaches for handling unsatisfactory performance
- Formulate standards for jobs and how to make sure they are realistic and understood
- Discuss how to handle gaps between performance and standards
- Learn how to prepare for face to face discussion
- Discuss how to fight internal fear which paralyzes us
- Explore what is the real world standard of performance
- Select and set up the performance discussions

(Continued on next page)

- Classify values for successful coaching
- Analyze the different stages of one-on-one coaching and behavioral enhancement
- Discuss approaches to solve problems
- Explore techniques for tracking performance
- Evaluate how to use improvement plans for best results
- Explore why people will not make a decision
- Evaluate common mistakes in dealing with direct reports
- Discuss the need to understand all policy, procures, and union contracts before dealing with performance issues
- Explore techniques in handling the hard, negative decisions as a last resort
- Discuss who else should be involved
- Learn how to detect a confrontation is escalating into violence
- Explore the strengths and weaknesses of progressive confrontation
- Discuss what are the next steps and document all information

Lombardo Core Competencies

- Deals with problem direct reports firmly and in a timely manner
- Doesn't allow problems to fester
- Deals effectively with troublemakers
- Regularly reviews performance and holds timely discussions
- Can make negative decision when all other efforts fail

Title of Course:	Consultative Selling Skills	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will give participants the skills to increase their sales. Techniques on listening, building strong relationships, and closing skills are specially designed for the consultative style. Focus on areas for capturing key customers while discovering customer's buying habits and desires. This course also gives approaches a sales professional can use to lead the client or customer through the buying process in the least offensive way.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Explore myths of selling
- Identify ways to create a win-win agreement
- Discover buying signals and body language
- Evaluate the real decision maker in the sale
- Analyze how listening can increase your closing rate
- Examine the process for building the relationship through interviewing
- Assess why customers do not buy
- Explore hidden secrets for using value added techniques
- Evaluate how to give a professional sales presentation
- Analyze customized ways to close the presentations which call for action
- Diagnose how to keep the door open when the customer says no
- Understand ways to give customer service through the entire process
- Select follow-up plans for keeping customers for life
- Identify and solve customer buying concerns

Title of Course:	Creating A Positive Work Environment	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: In this one-day course participants will learn ways to turn around negative situations in the workplace. Outline new strategies to take action quickly. Examine why negative situations ripple into every area of the organization. Create approaches which will turn a negative situation into an optimistic workforce.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Examine definition of negativity
- Analyze the cost of negativity in U.S. organizations
- Evaluate the challenges of the modern workplace
- Formulate a five step approach in examining negativity
- Review the CIA way negativity grows
- Explore the inner/personal dialog
- Identify the family influence
- Assess ways for rebuilding trust
- Discuss situational, habitual, and chronic negativity
- Discuss the effect of someone else's negativity on you
- Create stair steps toward negativity
- Comprehend results of negativity
- Compare ways in dealing with the negaholics
- Understand rules for confronting negativity
- Analyze how to break the victim complex

(Continued on next page)

- Define ways to impact negative culture
- Discuss how to fight personal negativity
- Create an action plan

Title of Course:	Creating Superior Customer Value	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course focuses on how to create value for your customer base whether you have a product or service industry. This seminar focuses on the practical way of searching out the areas that affect customers the most in meeting and exceeding their expectations. Special focus is given in examining ways to be customer focused and detailing the process for shifting your organization to a more value orientation. Issues such as quality, price, customer service, and follow-up as well as customer bonding and retention are all included.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define customer value
- Define true value from the customer’s point of view
- Compare customer value focus to traditional marketing
- Examine the total worth of a customer
- Select ways of overcoming barriers to marketing segments
- Identify a unique value proposition
- Create a targeted focus on values
- Analyze a value focused sales strategy
- Evaluate value strengths through marketing
- Examine how customer service reinforces value
- Formulate pricing strategies for different target markets
- Identify pricing methods
- Compare how buyers evaluate cost

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- Analyze ways to differentiate yourself from the competition
- Develop a method for retaining customers long term
- Formulate a cycle for building relationships with customers
- Design an action plan for moving customer value to the forefront

Title of Course:	Delivering Customership	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course will examine the customer service process. It will teach each participant ways to impact the customer with higher quality service. This course will focus on shifting the customer from complainer to word-of-mouth advertiser. Participants will learn how to handle agitated customers in a quality manner as well as how to reduce potential problems. They will learn techniques that communicate a caring attitude as well as change customers’ perceptions of the service they are receiving. This course will present best practices in customer service companies.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Evaluate current hindrances facing organizations
- Discuss creating a culture which reinforces customer service
- Examine why every company should be concerned about customer service
- Compare customer expectations to customer deliverables
- Define customer service
- Record customer expectations
- Analyze the benefits of customership
- Discuss customer buying habits
- Develop solutions to top customer complaints
- Compare techniques for getting customers to agree with you
- Define ways to build credibility with customers
- Discuss differences between claims, benefits and features

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- Identify how to bond with customers
- Analyze steps to help customers give more information
- Predict distinct connections every customer must receive
- Choose human factors which mislead communication
- Judge unspoken signals which distort communication
- Cite way of putting active listening to work
- Compare ways for handling problem customers
- Design methods for calming down irate customers
- Formulate checkpoints to verify integration of customer service
- Identify feedback systems that work
- Design culture for superior customer value
- Create customer value points
- Identify price influencers for the customer
- Define qualities of a customer service superstar
- Compose criteria for customer value points
- Discuss future of partnering and how to move customers into this relationship
- Create action plan for establishing partner relationships
- Label warning signals that customer service is dying
- Develop five ways of turning your customer service into the leader of the pack
- Compare items for adding value to the customer
- Discuss price and how it affects the customer buying behavior
- Create a system for retaining customers long term

Title of Course:	Delivering Superior Customer Service	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed to teach workers the skills to impact customers with higher quality service. This course focuses on the behavioral side of customer service. You will learn how to handle agitated customers in a quality manner as well as reduce potential problems. Learn techniques that communicate a caring attitude as well as change a customer's perception of the service being received.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Review current hindrances facing organizations
- Analyze why every company should be concerned about customer service
- Compare customer expectations to customer deliverables
- Define customer service
- Evaluate customer expectations
- Break down top customer complaints
- Identify how to build credibility with customers
- Assess how to bond with customers
- Identify ways of persuading customers to provide more information
- Choose distinct connections every customer must receive
- Rate human factors which mislead communication
- Understand unspoken signals which distort communication
- Understand how to put active listening to work
- Select ways for handling problem customers

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- Review methods for calming down irate customers
- Discuss feedback systems that work
- Measure warning signals that customer service is dying

Title of Course:	Directing Others	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: *Directing Others* is a two-day course filled with behavioral skills that will help motivate, educate, and equip others. This course will discuss positive ways to bring out the best in people and specific planning techniques which will assist in a stronger schedule of work. There are numerous interactive activities and cases within this course to allow participants the opportunity to interject real life situations. Attendees will leave with tricks of the trade that can only be learned after years of experience. This course aligns with the Lombardo Core Competencies number 20.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define what workers produce daily, hourly, or by shift
- Analyze job responsibilities
- Discuss priority checklist
- Assess modern day managing myths
- Evaluate where are you going
- Explain tough-minded leadership
- Contrast different change strategies
- Classify why people block change
- Identify secrets to implementing change
- Choose ways to reduce employee resistance
- Select qualities supervisors must possess
- Evaluate how to coach employees toward success

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- Equip workers with new skills
- Develop core values
- Explore strategies for creating trust
- Evaluate an empowerment success list
- Define ways to equip and empower
- Describe requirements for being an overcomer
- Discuss how to delegate so as to stretch individuals in a positive manner
- Discuss balancing techniques for workers and how to maintain that balance
- Define core competencies needed for each job being accomplished
- Evaluate ways to protect workers from taking on too much work compared to others
- Discuss approaches for those who are slacking off on their work
- Examine planning and scheduling techniques
- Identify how to track employees
- Discuss planning models and options for scheduling work
- Analyze what is the best methods for measuring work
- Create a communication plan for discussing and transferring correct information
- Discuss how to communicate and how to distinguish the important items
- Analyze the strengths and weaknesses of yourself and others
- Analyze two types of motivation
- Examine ways to align motivational techniques to workers
- Discuss values of successful coaching
- Understand the 3 step process to coaching
- Recall attributes of successful coaches
- Analyze common coaching mistakes
- Discuss the needs of sharing credit for a job well done
- Discuss the best and worst types of supervision or management you have seen
- Analyze which skills can be transposed from the best and worst types of supervision or management
- Detail how to give clear information
- Discuss how to discover if communication is unclear
- Explore ways to better communicate

Lombardo Core Competencies

- Good at establishing clear directions
- Sets stretching objectives
- Distributes the workload appropriately
- Lays out work in a well planned and organized manner
- Maintains two way dialogue with others on work and results
- Is a clear communicator
- Brings out the best in people

Title of Course:	Driven For Results	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course focuses on developing strategies for analysis and pinpointing ways to impact the performance and increase the results of each employee in a positive way. Participants will learn techniques for benchmarking performance and establishing a gap between desired and preferred performance. Attendees will explore how to attain a higher level of productivity in a shorter period of time. In addition, this course supports Lombardo Core Competency number 53.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss advantages of performance management
- Identify performance needs
- Match performance to organizational directives
- Analyze ways to communicate performance expectations
- Define ways in discovering the performance gap
- Explore how to break down the performance into understandable steps
- Define how to map the performance map
- Facilitate a session on coaching performance toward the goal
- Analyze mentoring roles in advancing performance
- Explore best practices of setting goals for individuals as well as teams
- Discuss training and the performance gap
- Review monitoring of performance indicators
- Show how to link operational goals to performance

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- Examine ways to produce results
- Discuss strengths and weaknesses of working outside the country
- Participate in an Earned Value Analysis activity
- Explore balanced score cards and their usage in the workplace
- Classify benchmarking techniques of present performance
- Examine the impact of incorporating best practices
- Evaluate how to create a performance results matrix
- Establish a performance development plan to transition workers toward peak performance
- Explore how to build internal talent resources
- Explore the benefits of results oriented programs such as Six Sigma, Project Management, and Quality Improvement
- Discuss best practices for transferring the knowledge from one worker to others

Lombardo Core Competencies

- Can be counted on to exceed goals successfully
- Is constantly and consistently one of the top performers
- Very bottom line oriented
- Steadfastly pushes self and others for results

Title of Course:	Effective Problem Solving	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is specifically designed to give a step-by-step process for creating, solving, and implementing solutions to problems. This course will give input on process, ways to prevent failure, and who should be on the Problem Solving Team. Each participant will understand numerous ways to solve problems.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving
- Identify why people are frustrated with problem solving
- Review what influences the problem solving experience
- Define the problem solving processes
- Assess the resources needed to fulfill the plan
- Examine creative solutions
- Compare what to do if you inherit a goofy solution
- Conduct a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution

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- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure

Title of Course:	Empower Or Perish	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course gives practical techniques on how supervisors and managers can free up time and motivate staff through empowerment. It focuses on building responsibility and accountability by teaching workers how to make decisions and solve problems. Participants will analyze components for shifting the decision making from management to workers.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare the organization’s present culture to new, empowered style
- Determine how to match skilled employees to assignments
- Analyze why empowerment fails
- Examine present challenges of empowering workers
- Gain understanding and insight into why management might block empowerment and what to do about it
- Evaluate how far supervisors and managers should go in empowering workers
- Identify ways to create trust between employees and management
- Evaluate seven steps of effective empowerment
- Select plans for training government employees for greater empowerment effectiveness
- Utilize coaching skills to reinforce empowerment in the organization’s culture
- Analyze the most effective process for implementing empowerment

Title of Course:	Ethics In The Workplace	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will focus on ways government employees can make decisions and evaluate what is right, proper, and just. This course will deal with theory as well as actions and behaviors that influence ethics in the workplace. Participants will learn how to successfully draw on their own ethics, moral standards, and beliefs, as well as respect the ethics of others, while following organizational values that have been set.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Examine values in America
- Define theories of ethics
- Discuss myths of ethics and values
- Evaluate the internal pressure to cheat
- Label types of ethics
- Understand sources of ethics
- Show levels of moral development
- Compare subjective and objective morals
- Analyze solving moral problems
- Discuss bribery
- Review what is our moral duty
- Compare conflict of moral guidelines
- Evaluate employee rights and how that affects ethics

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- Apply accountability and ethics
- Examine agents and roles of moral accountability
- Imitate moral responsibility within the organization
- Examine whistle blowing
- Describe ethics and trust
- Compare ethics and money
- Explore choices when asked to do something unethical

Title of Course:	How To Increase Communication and Get the Message Across	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive one-day course will focus on ways to use communication as a way to inform and influence others. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the value of small talk
- Evaluate how to approach people
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of communication
- Break down what communication should be communicated upline
- Examine reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common

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- Evaluate verbal softeners
- Discuss how to match your body language and the message
- Detail characteristics of a poor listener
- Predict obstacles of listening
- Classify communication that calms people
- Define management's role in meetings
- Describe ingredients of effective meetings
- Evaluate receiving feedback
- Design responses to negative feedback
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Formulate seven stages of intergroup conflict
- Describe ways to reduce intergroup conflict
- Utilize benefits of humor

Title of Course:	How To Increase Communication and Get the Message Across	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive two-day course will focus on ways to use communication as a way to inform and influence others. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the value of small talk
- Evaluate how to approach people
- Identify perception
- Examine what impacts perception
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- Evaluate verbal softeners
- Discuss how to match your body language and the message
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- Describe ingredients of effective meetings
- Evaluate receiving feedback
- Design responses to negative feedback
- Understand techniques for disagreeing
- Discuss caution signs that a disagreement is turning into a conflict
- Formulate seven stages of intergroup conflict
- Describe ways to reduce intergroup conflict
- Utilize benefits of humor

Title of Course:	Leadership: The Lost Art of Leadership	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: Tired of working with leaders who have no vision and are lying down on the job? This one-day course will give a step-by-step process for creating leaders who will keep the organization competitive. This course gives three distinct models for leading and creating future leaders throughout the organization.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss old style leadership
- Evaluate 21st century leadership styles
- Identify ways leaders kill their organizations
- Describe essential skills and qualities leaders must possess
- Compare leadership with a growth mindset to that of a maintenance mindset
- Predict leadership issues concerning time management
- Evaluate concerns when leadership is an outsider
- Evaluate the need for leadership's vision
- Select creative ways to break away from traditional models
- Compare ways to lead change at Mach III speed
- Identify a leader's influences in strategic planning
- Select communication ideas to use with leaders
- Examine how to align management focus to vision
- Speculate on seven reasons for organizational failure
- Break down ways leaders can stay current

Title of Course:	Marketingology	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%

Price per each additional participant in excess of the maximum (if applicable): N/A

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course teaches participants techniques for creating and attracting new customers as well as getting past customers to repurchase. This course is designed to begin with fundamentals of marketing and go through each of the different media types to create a successful marketing campaign. Participants will in discuss pricing, create their unique selling proposition, and examine copy which sells.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the importance of marketing
- Examine controlling factors of marketing
- Evaluate qualities of a great market
- Discuss the four P's of marketing mix
- Identify discounts and special offers
- Design USP: Unique Selling Proposition
- Review product life cycle
- Classify techniques for repositioning a product or service
- Identify types of buying decisions
- Design messages which are emotional
- Discuss consumer behavior
- Analyze barriers to product positioning
- Identify guidelines to repositioning a product or service
- Evaluate product life cycle

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- Examine ways change influences pricing
- Discuss the benefits of headline core competencies
- Analyze benefit statements
- Discuss mailing lists and demographics
- Evaluate the strengths and weaknesses of differentiation
- Analyze the types of buyers
- Examine direct mail
- Discuss good yellow page advertisements, brochures, direct mail, business cards, billboards, internet, and display advertisements

Title of Course:	Motivating Others	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: *Motivating Others* is a two-day course that will focus on ways of motivating and leading all generations of workers. This course will discuss motivation plans and how to create them. Several motivational models will be presented, as well as motivational authors who have accomplished ground breaking impact into motivation both personally and professionally. This course will also examine motivation of different cultures and what affects or influences it. This course supports the Lombardo Core Competency number 36.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss misconceptions about motivation
- Analyze thoughts with an organizational behavior self assessment
- Compare Generation X and Y with Baby Boomers
- Identify different levels of power and how to use it
- Discuss reinforcement that impacts behavior and performance
- Explore halo and horn effects within an organization
- Compare the difference between motivating teams and individuals
- Identify different motivational models one can use with direct reports
- Define different motivational methods
- Explore fundamentals in using rewards
- Explore intrinsic and extrinsic motivation
- Examine tactics for enriching the work environment
- Discuss what motivates us personally and professionally

(Continued on next page)

- Examine the way motivation can be used in teams and projects
- Discuss the myths of different generations
- Review common management mistakes with Generation X, Generation Y and Baby Boomers
- Discuss motivational differences between the Generations
- Learn proper delegation techniques
- Examine monitoring techniques
- Explore how to create a shift from management making the decision to the worker making the decision
- Discuss excuses given for goal setting
- Implement a coaching and mentoring program for all workers
- Explore empowerment strengths and weaknesses
- Discuss the techniques which violate empowerment
- Examine proper ways to ask for input
- Explore reasons why workers might be hesitant to give input
- Discuss how to reduce worker reluctance
- Review how to make people feel important
- Discuss what violates this environment
- Explore conversations which help and hurt
- Explore how to inspire your workers
- Examine basic values that assist in inspiring
- Discuss the benefits of confidentiality and how it inspires others

Lombardo Core Competencies

- Create a climate in which people want to do their best
- Learn how to motivate direct reports, project members, or teams
- Assess each person's hot button and get the best out of them
- Delegates tasks to lower levels for decisions
- Empowers others
- Invites input from each person and shares ownership and visibility
- Makes each individual feel his/her work is important
- Is someone people like working for and with

Title of Course:	Negotiate Like A Pro	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course teaches participants techniques for creating and achieving what they desire in negotiations. This course is designed for normal negotiations which go on between supplier, vendor, and customer. The participants will examine options for creating win-win situations, handling the hard nose negotiator, and reducing the possibility of being taken advantage of by opponents. This course is not designed to deal with labor or hostage issues.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the benefits of negotiations
- Examine killer mistakes
- Evaluate three ways of bargaining
- Discuss the three views of preparation
- Identify techniques for personal preparation
- Assess preparation techniques to counter your opponent
- Design and arrange the first session
- Review how and why to set parameters
- Classify techniques for handling emotionally charged issues
- Identify standard negotiation funneling practices
- Design questions that benefit your position
- Discuss words to use in the questions for greater impact
- Analyze barriers to overcome during negotiations

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- Identify guidelines for examining opponents
- Evaluate research techniques for checking out the opponent
- Examine ways to overcome price objections
- Discuss the benefits of reinforcing price before negotiations
- Analyze standard negotiation strategies
- Identify techniques to use to follow up after the deal is made

Title of Course:	Performance Improvement: Impacting The Quality of Your Organization	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive one-day course is designed to teach skills which are vital for improving quality in the workplace. This course focuses on strong project management skills, clearly defined team functions, and pointed communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor collection of data, and explore planning and monitoring of quality projects.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare old and new philosophies
- Define quality for today
- Establish approaches for adjusting culture
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Discuss guidelines for executing continuous quality
- Examine continuous process improvement
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns
- Identify a continuous improvement team's concern
- Brainstorm ways to reduce resistance from organizations
- Compare roadblocks to continuous improvement and quality initiative

(Continued on next page)

- Predict characteristics in the cost of quality
- Choose techniques for involving coworkers
- Evaluate Deming's seven deadly diseases
- Discuss the approaches of Deming, Juran and Cosby to quality
- Record steps for creating a quality action plan
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Establish improvement rules
- Discuss management's role compared to that of the front line employee
- Explore how to shift from management decision making to team decision making
- Examine how to conduct quality audits
- Determine five ways to give proper leadership within a culture
- Design an agenda for the first project team meeting
- Define the project drivers
- Show how to set, control, and monitor project scope
- Label role descriptions and project responsibilities when you have no position power
- Formulate a Work Breakdown Structure for speeding up the quality approach
- Evaluate the strengths and weaknesses of a critical path in developing quality initiatives
- Explore how to handle delays on projects while driving quality forward
- Discuss implementation of a project plan
- Identify seven things which must be communicated in every project meeting to keep others informed
- Implement close down checklists and handoff procedures
- Identify phase out of the project plan
- Conduct a postmortem
- Explore how best practices of a project can make the difference in future success

Title of Course:	Performance Management: The Art of Getting Maximum Performance From Every Worker	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course focuses on developing strategies for analysis and pinpointing ways to impact the performance of employees in a positive manner. Participants will learn techniques for benchmarking performance and establishing a gap between desired performance and preferred performance. In addition, participants will explore how to attain a higher level of productivity in a shorter period of time.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss advantages of performance management
- Identify performance needs
- Match performance to organizational directives
- Analyze ways to communicate performance expectations
- Define ways in discovering the performance gap
- Classify benchmarking techniques of present performance
- Discuss training and the performance gap
- Examine questions to ask in determining performance
- Explore how to break down the performance into understandable steps
- Define how to map the performance map
- Review monitoring of performance indicators
- Show how to link operational goals to performance
- Facilitate a session on coaching performance toward the goal
- Analyze mentoring roles in advancing performance

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- Examine the impact of incorporating best practices
- Evaluate how to create a performance results matrix
- Establish a performance development plan to transition workers toward peak performance

Title of Course:	Present Like A Pro: Proven Techniques For Creating Presentations and Getting Results	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course focuses on proven techniques for creating powerful presentations. Understand how to arrange material and build a presentation to guide the listeners in your direction. Examine suggestions on where to get information to give credibility. Learn the hidden secrets that make the difference between a good presentation and a fantastic one. This course focuses on core competencies for each participant.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Identify the ten steps for creating an effective presentation
- Write realistic objectives of a presentation
- Discover how to interview the audience and customize your presentation
- Understand how much preparation is needed to deliver a great presentation
- Identify proper questions that will give insight into the nature of the audience
- Learn how to get the main ideas of the presentation across with enthusiasm
- Classify and develop support material that makes the presentation interesting
- Organize the presentation and use transitions between main points
- Identify ways to deliver an effective introduction
- Evaluate the proper response when creating an effective conclusion
- Analyze the effective usage of audio-visual
- Define the basic hurdles in making a presentation
- Discover the biggest reasons why poor presentations happen
- List poor presentation characteristics and how to avoid them

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- Compare individual presentation body movements that must be changed
- Understand the impact clothing has on the presentation
- Evaluate the usage of humor as a helper to your presentation
- Discover the impact of attitude on your presentation's success

Title of Course:	Present Like A Pro: Proven Techniques For Creating Presentations and Getting Results	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course focuses on proven techniques for creating powerful presentations. Understand how to arrange material and build a presentation to guide the listeners in your direction. Examine suggestions on where to get information to give credibility. Learn the hidden secrets that make the difference between a good presentation and a fantastic one. This course focuses on core competencies for each participant. Not only will the class learn the theory behind becoming a great presenter, but they will also conduct three brief presentations. To do this, the class will have a pre-class assignment and homework during the evening. This can be adjusted to fit the participants’ needs or desired outcome of the course.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Identify the ten steps for creating an effective presentation
- Write realistic objectives of a presentation
- Discover how to interview the audience and customize your presentation
- Understand how much preparation is needed to deliver a great presentation
- Identify proper questions that will give insight into the nature of the audience
- Learn how to get the main ideas of the presentation across with enthusiasm
- Classify and develop support material that makes the presentation interesting
- Organize the presentation and use transitions between main points
- Identify ways to deliver an effective introduction
- Evaluate the proper response when creating an effective conclusion
- Analyze the effective usage of audio-visual

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- Define the basic hurdles in making a presentation
- Discover the biggest reasons why poor presentations happen
- List poor presentation characteristics and how to avoid them
- Compare individual presentation body movements that must be changed
- Understand the impact clothing has on the presentation
- Evaluate the usage of humor as a helper to your presentation
- Discover the impact of attitude on your presentation's success

Title of Course:	Purpose Driven Leadership	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course is designed to give skills to those in upper management. The program focuses on core skills that can be instantly applied in the upper managers' workplace. This course focuses on practical ways to equip and motivate your workers while coaching them toward a higher degree of competency. *Purpose Driven Leadership* is highly motivational and interactive, and participants have the flexibility to ask questions and give personal examples. In addition, this course focuses on planning for successful delegation and how to support the workers without having to step in and solve all their problems.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss qualities leaders must possess
- Examine the core competencies of strategic planning
- Analyze the three phases of strategic planning
- Evaluate the impact of mission and vision statements and how to develop one
- Brainstorm why visions fail
- Identify the need to have a strategy and know where are you going
- Create strategic goals
- Understand how to communicate vision through leadership
- Discuss individual communication styles
- Identify what type of communication must be communicated downline
- Identify what type of communication must be communicated upline
- Discuss how to demonstrate tough-minded leadership

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- Brainstorm qualities of leaders who are change agents
- Analyze when to have a slow approach to change
- Analyze when to have a fast approach to change
- Assess and take a closer look at change
- Classify the many reasons why workers block change
- Develop ways to reduce employee resistance
- Explain how to make changes which support goals
- Analyze secrets to implementing change
- Define ways to create organizational core values
- Brainstorm strategies for creating trust
- Analyze how to equip and empower
- Develop a strategy for equipping workers with new skills
- Explore requirements for being an overcomer
- Analyze two types of motivation
- Evaluate how to hire great employees
- Discuss best practices in disciplining employees and changing behavior
- Define how to track employees
- Discuss values of successful coaching
- Explore options in coaching employees toward success
- Explore the three step process to coaching
- Discuss the attributes of successful coaches
- Identify common coaching mistakes
- Evaluate the best practices in solving problems
- Discuss the benefits of problem solving
- Analyze ten ways to expand your possibilities in choosing a solution
- Brainstorm a decision checklist
- Discuss levels of group conflict and how to deal with it professionally
- Evaluate the best way to create a code of conduct that works
- Discuss eight of the most common times for conflict

Title of Course:	Retaining Customers for Life	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course teaches participants skills for bonding with their customers and creating strategies for staying involved with them. This seminar touches on customer acquisition, customer value, and customer services as some of the foundational processes which must be high functioning. This course also includes creative ways to keep communication open and be in touch with each customer.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze the effectiveness of processes each customer will be exposed to when buying
- Brainstorm policies and procedures which need adjusting
- Analyze the impact retaining customers will have on your bottom line
- Discuss ways we lose our customers
- Identify the total revenue the average customer spends with our organization
- Analyze the savings if we keep an additional 10% of our customers
- Chart the present sales cycle our customers follow to do business with us
- Formulate a description of the perfect customer or target prospect
- Brainstorm reasons customers stop doing business with organizations
- Analyze what your competition does to retain their customer base
- Identify your unique value proposition and why customers do business with you
- Develop a list of ways to reconnect with your past customers
- Compare communication systems that work well while involving your customers

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- Formulate a strategy to build relationships with your customers continually
- Define breakdowns with the internal communication between departments or divisions
- Analyze the core competencies your sales team needs for acquiring the customer
- Discuss why there is more focus on acquiring the customer rather than keeping the customer
- Brainstorm the creation of a customer reward program

Title of Course:	Serving Internal Customers Through Outstanding Customer Service	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will examine the internal customer service process. It will teach each participant ways to impact the internal customer with higher quality service. This course will focus on why one should deliver outstanding internal customer service and how it makes the organization run in a more effective manner. Participants will learn how to determine who are in their customer service chain as well as how to handle abusive techniques from others who are angry and intimidating.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define customer service
- Compare internal and external customer service
- Discuss exceptional internal customer service
- Discuss the internal organizational culture
- Compare good and bad attitudes which impact internal customer service
- Discuss the internal customer service chain
- Create an internal customer service process/interaction chain
- Explore how to understand and manage customer expectations
- Discuss how stereotyping hurts internal customers service
- Analyze measuring techniques for determining where internal customer service is now
- Discuss how internal customer service influences employee communication
- Identify defusing techniques for angry internal customers
- Discuss why people use abusive and hostile actions

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- Create benefits of counter attacking when attacked
- Create benefits of not counter attacking when attacked
- Examine self control techniques
- Create limits for abusive behavior
- Discuss unacceptable behavior
- Create and enforce limits from abusive behavior
- Establish an internal customer service baseline
- Create service standards
- Measure performance against the standards
- Discuss barriers which prevent internal workers from providing fantastic customer service
- Formulate checkpoints to verify integration of customer service

Title of Course:	Strategic Planning: Dreaming A New Dream	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive one-day course is a road map on ways executives can strategically align each department with the mission and vision. *Strategic Planning* will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Convince others to participate and help design the strategic plan
- Discuss ten benefits of strategic planning
- Record why people resist strategic planning
- Analyze the handling and confronting of fear
- Identify communication ideas
- Describe the strategic planning process
- Examine the three phases of strategic planning
- Predict resources needed to fulfill the plan
- Formulate phase #1, *Creating a Strategy*
- Discuss preparing to plan
- Create a code for the strategic planning meeting
- Facilitate the three steps in strategic dreaming
- Discuss application of strategic goals
- Analyze the issues of inheriting the strategic plan

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- Evaluate phase #2, *Checking the Strategy*
- Conduct four steps to force field analysis
- Compare benefits of force field analysis
- Examine contingency plans and crisis situations
- Discuss rules for contingency planning
- Review questions for high probability planning
- Design phase #3, *Implementing the Strategy*
- Convince others by kicking off the strategic plan
- Show seven keys to strategic plan implementation
- Explore five key interferences to implementing the strategic plan
- Evaluate performance gap
- Create an action plan

Title of Course:	Strategic Planning: Dreaming A New Dream	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive two-day course is a road map on ways executives can strategically align each department with the mission and vision. *Strategic Planning* will focus on creating and implementing new plans that reinforce new goals and vision as well as support goals which has been inherited. This course will identify a process with strong emphasis on behaviors and performance needed to successfully fulfill the plan. Participants will learn how to break down the plan into bite size steps for faster implementation and delegation.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Convince others to participate and help design the strategic plan
- Discuss ten benefits of strategic planning
- Record why people resist strategic planning
- Analyze the handling and confronting fear
- Identify communication ideas
- Describe the strategic planning process
- Examine the three phases of strategic planning
- Predict resources needed to fulfill the plan
- Map and organize strategic goals
- Formulate phase #1, *Creating a Strategy*
- Discuss preparing to plan
- Create a code for the strategic planning meeting
- Facilitate the three steps in strategic dreaming

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- Formulate and create a mission statement
- Discuss application of strategic goals
- Analyze the issues of inheriting the strategic plan
- Evaluate phase #2, *Checking the Strategy*
- Break down strategic focus, goals, and plan
- Conduct a SWOT analysis
- Conduct four steps to force field analysis
- Compare benefits of force field analysis
- Examine contingency plans and crisis situations
- Discuss rules for contingency planning
- Review questions for high probability planning
- Design phase #3, *Implementing the Strategy*
- Convince others by kicking off the strategic plan
- Show seven keys to strategic plan implementation
- Analyze what to do when things go wrong
- Explore five key interferences to implementing the strategic plan
- Analyze alignment of management focus
- Evaluate performance gap
- Create an action plan

Title of Course:	Successfully Dealing With Conflict	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive one-day course will focus on ways to reduce professional or personal conflict. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will receive clear steps of action for getting to the root of the conflict. Ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict

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- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing
- Discuss times to make amends

Title of Course:	Successfully Handling Change	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course will examine all the angles of change. Participants will learn approaches people take in handling change and ways to anticipate or forecast changes coming down the line. Each person will gain skills not only in looking at change from the perspective of the organization but also what he/she can do to help implement that change. Attendees will gain insight into the components of change and will create a strategic plan in how to overcome hurdles due to the fear of change.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Evaluate four types of change
- Examine five roles of change agents
- Explain the drivers of change
- Classify the roadblocks to change
- Predict three areas that impact change on people
- Assess five new focuses from change
- Understand six ways fear hinders change
- Evaluate seven qualities of a paralyzed state
- Identify eight factors that determine a person’s viewpoint
- Compare four ways people respond to change

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- Evaluate when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan

Title of Course:	Successfully Managing People In The 21st Century	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: *Successfully Managing People* is a one-day course designed to give skills to those in supervision or management. The program is filled with behavioral skills that will help motivate, equip, and discipline the worker. Interactive pieces are placed within this course to allow the learner the opportunity to interject real life situations. Those in attendance will leave with tricks of the trade that can only be learned after years of experience.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define what workers produce daily, hourly, or by shift
- Discuss priority checklist
- Assess modern day managing myths
- Evaluate how to coach employees toward success
- Equip workers with new skills
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going
- Contrast different change strategies
- Classify why people block change
- Choose ways to reduce employee resistance
- Identify secrets to implementing change
- Explore strategies for creating trust

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- Define ways to equip and empower
- Describe requirements for being an overcomer
- Analyze two types of motivation
- Examine ways to align motivational techniques to workers
- Evaluate how to hire great employees
- Analyze the disciplining of employees and ways for changing behavior
- Identify how to track employees
- Discuss values of successful coaching
- Understand the three step process to coaching
- Analyze common coaching mistakes

Title of Course:	Successfully Managing People In The 21st Century	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: *Successfully Managing People* is a two-day course designed to give skills to those in supervision or management. The program is filled with behavioral skills that will help motivate, equip, and discipline the worker. Interactive pieces are placed within this course to allow the learner the opportunity to interject real life situations. Those in attendance will leave with tricks of the trade that can only be learned after years of experience.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define what workers produce daily, hourly, or by shift
- Analyze job responsibilities
- Discuss priority checklist
- Assess modern day managing myths
- Select qualities managers must possess
- Evaluate how to coach employees toward success
- Equip workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going
- Explain tough-minded leadership
- Contrast different change strategies

(Continued on next page)

- Classify why people block change
- Choose ways to reduce employee resistance
- Evaluate changes which support goals
- Identify secrets to implementing change
- Develop core values
- Explore strategies for creating trust
- Evaluate an empowerment success list
- Define ways to equip and empower
- Describe requirements for being an overcomer
- Analyze two types of motivation
- Examine ways to align motivational techniques to workers
- Evaluate how to hire great employees
- Analyze the disciplining of employees and ways for changing behavior
- Identify how to track employees
- Discuss values of successful coaching
- Understand the three step process to coaching
- Recall attributes of successful coaches
- Analyze common coaching mistakes

Title of Course:	Successfully Managing People In The Technical Industry	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: *Successfully Managing People* is a two-day course designed to give skills to those in supervision or management. The program is filled with behavioral skills that will help motivate, equip, and discipline the worker. Interactive pieces are placed within this course to allow the learner the opportunity to interject real life situations. Those in attendance will leave with tricks of the trade that can only be learned after years of experience.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Define barriers technical managers face when managing
- Analyze job responsibilities
- Evaluate communication skills and styles which technical managers must possess
- Analyze hurdles technical managers face in dealing with different divisions
- Assess modern day managing myths in technical management
- Select qualities technical managers must possess
- Evaluate how to coach employees toward success
- Equip technical and non-technical workers with new skills
- Develop a Mission Statement and Vision
- Identify vision through leadership
- Understand why visions fail
- Evaluate where you are going and setting realistic goals
- Explain tough-minded leadership

(Continued on next page)

- Contrast different change strategies
- Classify why people block change
- Choose ways to reduce employee resistance
- Evaluate changes which support goals
- Identify secrets to implementing change
- Develop core values in the technical industry
- Explore strategies for creating trust
- Evaluate an empowerment success list
- Define ways to equip and empower
- Describe requirements for being an overcomer
- Analyze two types of motivation
- Examine ways to align motivational techniques to workers
- Evaluate how to hire great employees
- Analyze the disciplining of employees and ways for changing behavior
- Identify how to track employees
- Discuss values of successful coaching
- Understand the three step process to coaching
- Recall attributes of successful coaches
- Analyze common coaching mistakes

Title of Course:	Time Management: Controlling Your Time	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed to help participants learn how to use their time wisely. It uses many proven techniques designed to help the participants assess their time management behaviors and explore ways to better manage their time while eliminating negative patterns such as procrastination and clutter.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss myths and realities of time management
- Examine excuses for not managing your time
- Define roles and responsibilities which demand time
- Examine how to balance your time to create total human wellness in your life
- Review qualities of time management
- Define guidelines of time management
- Evaluate causes of procrastination
- Compare ways to stop procrastination
- Describe ways of dealing with deadlines
- Organize to set proper deadlines
- Write goals to help budget your time
- Explore ten commandments of deskmanship
- Evaluate the four D's in managing time more effectively
- Select ways to say "No"
- Explain how to set and establish priorities

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- Identify ways to plan your work and learn how to plan
- Create ways to handle the paper work
- Discuss time tips on interruptions and decisiveness
- Discuss time tips in your environment and in travel
- Discuss time tips on the telephone and in meetings
- Formulate time tips on personal habits
- Evaluate how to organize yourself

Title of Course:	Team Building 101	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is a road map on teams and team building functions. This course will identify a process for successful team behaviors and performance as well as provide a clear understanding of team objectives, guidelines, and strategies. Participants will examine ways for communicating and discussing roles/ideas for team success. Participants will learn the fundamentals of team building and how to incorporate them within the organization.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss why teams fail
- Identify why organizations should have teams
- Examine what it will take for teams to be successful
- Analyze what it means to work as a team
- Evaluate true team commitment
- Discuss qualities of team success
- Define Tuckman’s Theory of team development
- Evaluate what happens in each stage
- Review five ways to build trust in each team
- Create a code of conduct for your team
- Conduct a brainstorming session
- Discuss how to use peer pressure effectively
- Examine three rules for facilitating discussion

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- Evaluate five causes for team conflict
- Analyze the role of team leader
- Analyze the role of team member
- Analyze the role of scribe or recorder
- Examine effective use of teams in organizations
- Create a team mission, vision, and goals
- Discuss reporting and communicating within the team
- Create a communication plan for upper management
- Evaluate team conflict
- Discuss how to prevent teams from becoming cliques
- Create steps for building consensus
- Discuss behavioral styles in teams

Title of Course:	Total Quality In The 21st Century	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course is designed to teach workers the skills which are vital for quality in the workplace. This course focuses on team functions, rewards, and communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor collection of data, and explore planning and monitoring quality projects.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare old and new philosophies
- Define quality for today
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set guidelines for executing continuous quality
- Examine continuous process improvement
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns
- Design a continuous improvement team’s concern
- Judge ways to reduce resistance from organizations
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics to the cost of quality
- Choose techniques for involving coworkers

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- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach to quality
- Record steps for creating a quality action plan
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting

Title of Course:	Tough Minded Leadership	Length of Course 1 Day	
Price Per Person:	\$208.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$271.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	23%
Commercial Price Per Person:	\$409.00	MFC Discount from Commercial Price:	34%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This one-day course teaches leaders how to have a soft heart and a tough skin. This course focuses on how to stop being a gutless nice person who gets taken advantage of often. Spend time learning techniques that allow one to confront, hold others accountable, and lead in a tough way while maintaining the personal approach.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss leadership and its impact on the corporate team
- Evaluate how to make tough decisions
- Discuss reshaping and driving the organization for higher results
- Utilize best practices of outstanding leaders
- Analyze how to confront and prevent organizational conflict
- Formulate balanced and fair core competencies
- Identify how to confront the status quo
- Review the importance of leaders and their relationships with employees
- Evaluate the importance of leaders communicating direction, vision, and mission
- Analyze how to break down the silo effect of the organization
- Discuss ways to stay positive and upbeat for best results
- Evaluate how to lead by asking questions rather than telling
- Analyze how to develop shared vision
- Discuss the positives and negatives of setting up a culture which allows worker input

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- Formulate ways to maintain priorities and keep the main thing the main thing
- Analyze and evaluate the best time to influence others
- List the benefits of staying opened minded for new technologies and developments
- Evaluate how and why we must learn from others
- Identify ways to motivate worker productivity

Title of Course:	Tough Minded Facilitation	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This two-day course teaches participants ways to increase communication, balance input and gain deeper understanding for important meetings. Learn ways to control the meetings and keep them on task while remaining professional. Gain insights into agenda preparation, documentation, brainstorming techniques and consensus building.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of facilitation
- Brainstorm benefits of facilitation and how it will help your organization
- Discuss facilitation mess-ups
- Examine the creation and usage of a code of conduct for the session
- Select core duties which facilitators must do before, during, and after a facilitation session
- Discuss best practices for setting meeting objectives and goals
- Analyze body language and tone of voice which individuals use to communicate
- Brainstorm ways to clarify body language of others
- Discuss five useful ways for brainstorming
- Analyze the proper usage of questions to engage the audience
- Formulate paraphrasing techniques for clarifying the meaning and message to others
- Compare different ways to use probing, bridging and redirecting skills
- Discuss the positives of having a devils advocate
- Examine professional ways to handle the negative participant

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- Analyze assertiveness techniques to be used by facilitators
- Formulate a standard preparation plan for starting a facilitation
- Brainstorm the role and functions of a recorder
- Discuss best practices for the recorder and creating minutes for determined actions
- Design rules for when using a buddy system during a facilitation session
- Analyze tactics for handling resistance
- Evaluate the impact of conflict to the participants
- Examine best ways to be prepared for facilitation sessions
- Analyze ways to research the opponents or participants
- Discuss best practices for ending a facilitation session

Title of Course:	What Makes Your Organization Tick?	Length of Course 2 Days	
Price Per Person:	\$386.00	Minimum Number of Participants:	14
		Maximum Number of Participants:	40
Most Favored Customer (MFC) Price Per Person:	\$485.00 <i>(with 5 seminar booking minimum)</i>	Government Discount from MFC Price:	20%
Commercial Price Per Person:	\$691.00	MFC Discount from Commercial Price:	30%
Price per each additional participant in excess of the maximum (if applicable):		N/A	

Instructor Qualifications:	All instructors will be qualified experts with years of experience in the designated field and an outstanding presenter.
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Course Description: This intensive two-day course will focus on ways executives can analyze, develop, motivate, and lead their specific section in a strategic way. This course will examine culture and what impacts and influences it; morale and motivational issues; and conflict and people issues. Participants will learn how to successfully diagnose the issues in an organization and develop plans for making changes to move the organization in the direction of success. Participants will analyze ways to make their organizations more effective and efficient.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Analyze thoughts with an organizational behavior self assessment
- Diagnose personal organizational views in self assessment
- Understand the incompetence in the organization
- Determine clear understanding of organizational behavior and its influences
- Identify different views on running an organization
- Discuss organizational culture and what will be most effective
- Analyze the influences on culture
- Examine different qualities of an organization
- Review constraint red flags to watch
- Examine strengths, weaknesses, and expectations on worker behavior
- Examine attitudes and their influences
- Create process for modifying attitudes
- Label values of progressive organizations

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- Examine supporting values
- Create and formulate seven levels of values
- Examine communication
- Formulate strategies for formal and informal methods
- Analyze effective feedback systems
- Evaluate communication proximity zones
- Evaluate communication methods
- Examine communication mishaps
- Analyze effectiveness and ineffectiveness in an organization
- Define different motivational theories
- Evaluate fundamentals in using rewards
- Explore intrinsic and extrinsic motivation
- Examine tactics for enriching the work environment
- Discuss excuses given about goals
- Identify different levels of power and how to use it
- Discuss reinforcement that impacts behavior and performance
- Explore halo and horn effects within an organization
- Formulate why people don't make decisions
- Analyze seven questions to help in decision making
- Compare different decision-making strategies
- Examine the philosophy in confronting and reducing conflict
- Model designs for approaching or confronting others
- Examine how conflict ignites and influences
- Analyze how to equip others for leadership
- Examine different types of learning
- Compare three levels of organizational learning
- Examine styles of organizational learners
- Implement action plans developed through the course
- Create action plan

General Contract Information

Section	Details	Reference
1a.	Table of award special items:	SIN: 874-4 - MOBIS
1b.	Lowest price model:	Refer to pages 6 through 9
1c.	Hourly rates:	Does not apply to this contract
2.	Maximum order:	\$1,000,00.00
3.	Minimum order:	\$100.00
4.	Geographic coverage:	Domestic and overseas
5.	Points of production:	Not applicable
6.	Discounts from list prices:	All prices herein are net
7.	Quantity discounts:	See course description for quantity discounts for multiple days
8.	Prompt payment terms:	Net 30 days
9a.	Government purchase cards:	Accepted at or below micro-purchase threshold
9b.	Government purchase cards:	Is accepted above the micro-purchase threshold
10.	Foreign items:	None
11a.	Time of delivery:	To be negotiated with ordering agency

11b.	Expedited delivery:	To be negotiated with ordering agency
11c.	Overnight or two day delivery:	To be negotiated with ordering agency
11d.	Urgent requirements:	To be negotiated with ordering agency
12.	F.O.B.	Destination
13a.	Ordering Address:	The Mathis Group, Inc. Attention: Dr. Keith Mathis, PMP 106 Lakeview Woods Eureka, MO 63025
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
14.	Payment address:	The Mathis Group, Inc. Attention: Dr. Keith Mathis, PMP 106 Lakeview Woods Eureka, MO 63025
15.	Warranty provision:	Not applicable
16.	Export packing charges:	Not applicable
17.	Terms and conditions of government purchase card acceptance:	Contact Contract Administrator
18.	Terms and conditions of rental, maintenance and repair:	Not applicable
19.	Terms and conditions of installation:	Not applicable
20a.	Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices:	Not applicable
20b.	Terms and conditions for any others services:	Not applicable

21.	List of service and distribution points:	Not applicable
22.	List of participating dealers:	Not applicable
23.	Preventative maintenance:	Not applicable
24a.	Special attributes such as environmental attributes (e.g., recycled content, energy efficiency and/or reduced pollutants):	Not applicable
24b.	Section 508 compliance information is available on Electronic and Information Technology (EIT) suppliers and services and show where full details can be found (e.g. contractors' website or other location.) The EIT standards can be found at www.Section508.gov/ :	Contact Contract administrator for more information
25.	Data Universal Number System: (DUNS) number:	007722098
26.	Notification regarding registration in Central Contractor Registration (CCR) database:	The Mathis Group is registered in the Central Contractor Registration (CCR) database

PMI Global Registered Education Provider

Registered Education Documentation From Project Management Website: www.pmi.org

Types of R.E.P.s

Members of the R.E.P. program represent the complete range of organizations serving the professional development needs of the project management community. In addition to nearly 600 commercial training providers, there are 70 universities and colleges, 60 corporate and government internal training centers. In addition, over 280 Chartered PMI Components (Chapters, SIGs and Colleges) are authorized to issue Category 3 PDUs for their programs and events. Examples of registered academic institutions include Boston University, Ryerson University, University of Sydney, University of California, and Western Carolina University. Examples of registered corporate and government REPS include IBM, Hewlett Packard, Siemens, Pfizer, Bank of Montreal, and the U.S. Department of Energy.

It is important to know that all R.E.P.s, no matter their category, are subject to the same quality assurance requirements. For administrative purposes, PMI has created specific categories of R.E.P.s, but no matter if the R.E.P. is a school or a commercial provider, they are treated equally. For example, the category of “Global Provider” means that the provider can list more than three courses in the PMI database and has opted for a higher level of service.

Category Types:

Provider

Training organizations that offer a small selection of courses (typically three courses or less).

Global Provider

Training organizations offering multiple courses to the public. At the Global Provider level, the organization may register an unlimited number of courses in the R.E.P. Database.

About Dr. Keith Mathis



Keith Mathis, Ph.D., PMP

Speaker, Trainer, and Seminar Leader

*Specialist in Organizational
Behavior and Development*

The Mathis Group, Inc.

106 Lakeview Woods

Eureka, MO 63025

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www.pmexpertlive.com

www.trainthegov.com

GSA: GS02F-0010V

PMI - Registered Global Education Provider

Dr. Keith Mathis is in tremendous demand as one of the most dynamic speakers in America, traveling throughout the United States, Canada, Mexico and South America. His provocative, informative, humorous presentations on a variety of organizational development topics are demanded by progressive companies. An animated and electrifying platform speaker, Keith never merely talks to an audience, but he also seeks to involve them in his presentations through high content and numerous illustrations. Intellectually demanding of himself, Keith demands no less of his audiences! He is loved by audiences of all kinds and is invited back 3 to 15 times in most organizations and as many as 100 times for others.

Keith debunks the myths which prevent organizations and their workers from changing and heading in a successful direction. He specializes in project management, organizational behavior, leadership, marketing, motivation, and comes with over 8,500 presentations to every kind of organization. His real life stories and illustrations will have your audience standing on their feet in agreement. He is flexible in presentation lengths from conducting conferences or keynotes for conventions to full or multi-day sessions.

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The Mathis Group, Inc.

Presentations That Educate, Motivate, and Inspire

1-800-224-3731

www.themathisgroup.com

www.pmexpertlive.com

www.trainthegov.com

He is founder of The Mathis Group, based in St. Louis, Missouri. They are GSA contractors, as well as Registered Education Providers for Project Management Institute (PMI), providing 47 certified project management courses.

In addition, Keith's experience includes teaching corporate America skills on topics such as: marketing, motivation, leadership, conflict resolution, project management, supervision, performance appraisals, goal setting and numerous other organizational proficiencies. His problem solving expertise provides him with the ability to help companies in the solving of the most complex difficulties. He offers 48 management and leadership courses that he will tailor to meet the exact needs of your organization.

Keith has served as an adjunct professor of business management at Nova Southeastern University in Ft. Lauderdale since 1995, DeVry University since 2009, and Liberty University since 2010. He also taught at National Louis and Touro University.

Keith has authored numerous training programs, as well as magazine and newspaper articles. His books *Dinosaur Tracks: Modern Leadership Strategies for Changing Employee Performance and Behavior* and *21 Deadly Project Management Mistakes & How to Avoid Them* were published by Equipppers Press International.

Keith holds a B.A. in Behavioral Science, a M.S. in Management, and a Ph.D. in Administration Management. He also holds a PMP (Project Management Professional Certification) through PMI and is a COI (Certified Online Instructor).

About The Mathis Group

The Mathis Group has been providing superior training and seminars for over 18 years. We are a Project Management Institute (PMI®) Registered Global Educational Provider (R.E.P.). We are committed to enhancing the ongoing education of project management stakeholders through appropriate project management and professional development learning activities and products.

As a Global Education Provider with PMI®, we have over 45 courses which provide Professional Development Units (PDUs) for individuals who are seeking to earn and/or maintain their PMI® Project Management Professional (PMP®) certification. All of these courses are customizable to specific organizations and training needs.

The Mathis Group also has a GSA contract with the federal government and has conducted project management training for numerous agencies such as FCC, Consumer Products Safety Commission, NIMA, as well as non-government organizations such as PPL Corporation, and Centex Homes. We presently have a multi-year contract with the States of Missouri and Kansas.

Each course taken by The Mathis Group will be high in content, activity driven, participant interaction and fun. All participants will leave with course materials and numerous ideas for driving their projects forward in a faster, more precise manner.

The Mathis Group has extensive experience and success in both the Project Management and Organizational Behavior field. Our education, credentials, references, and experience all vouch for our high level of corporate experience, qualifications, and past performance, as you will see in the evidence below.

Contact Information

Contact Information	
COMPANY:	The Mathis Group, Inc
ADDRESS:	106 Lakeview Woods Eureka, MO
GSA #:	GS-02F-0010V
EIN:	43-1948379
PMI #:	Global Education Provider - # 2022
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