

MAS

MULTIPLE AWARD SCHEDULE

Federal Acquisition Service

Authorized Federal Supply Schedule FSS Pricelist



BEACON TRAINING SERVICES, INC.

1229 MOHAWK TRAIL
RICHARDSON, TEXAS 75080
972.404.0069

WWW.BEACONTRAINING.COM

Women-Owned Small Business

FSC CODE: R704

SIN	DESCRIPTION
611430	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships
ANCILLARY	Ancillary Supplies and/or Services
OLM	Order Level Materials

Contract Number: **GS-02F-0185P**

Period Covered by Contract: **May 21, 2019** thru **May 20, 2024**

Pricelist current through Modification **PS-0066**, dated **December 7, 2023**

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is:

<https://www.GSAAdvantage.gov>.

For more information on ordering go to the following website: <https://www.gsa.gov/sched>

ABOUT BEACON

Beacon Training Services is a woman-owned small business and a recognized leader in the training field. Beacon is a global provider of instructor-led live and blended courses specializing in Leadership, Project Management, IT, Personal and Professional Development, and Desktop training programs.

Clients

Beacon's clients include a long list of government and military agencies including:

- AAFES
- Armed Services (Army, Navy, Air Force and Marines)
- Consumer Product Safety
- Department of Energy
- Department of Transportation
- Department of the Treasury
- Department of Homeland Security
- Department of Interior
- Health and Human Services
- GSA
- Social Security Administration
- Veterans Administration

Services

Courses are taught by instructors with real-world experience. We provide both customized and off-the-shelf classes. An alternative is a blended approach utilizing both online and instructor-led which reduces the amount of time in a live classroom. We ensure the solution matches the needs of your audience, budget and geographical requirements. Customized training can be quoted on a fixed price (per class) or labor hour basis.

We provide complimentary assistance in coordination of course logistics and administration, ensuring classes will run smoothly.

Learn more at our website – www.beacontraining.com

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Customer Information

1a. TABLE OF AWARDED SIN

SINS	DESCRIPTION
611430	TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION LEARNING MANAGEMENT, INTERNSHIPS
ANCILLARY	ANCILLARY SUPPLIES AND/OR SERVICES
OLM	ORDER LEVEL MATERIALS

1b. Identification of the lowest priced model and lowest unit price for that model for each special item number awarded in the contract

SIN	PRODUCT NUMBER	PRODUCT NAME	GSA NET PRICE
ANCILLARY	WKBAC	Course Workbook	\$25.00
ANCILLARY	OWKAI	Optional Add. Assessments & Instruments	\$25.00

1c. Description of Proposed Hourly Rates

Technical Writer

Functional Responsibility: Writes and edits technical reports, training materials, and/or manuals for internal documentation, customer reference, or publication. This person researches and analyzes available literature and verifies copy with appropriate departments and may coordinate production and distribution of materials.

Tasks:

1. Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.
2. Maintain records and files of work and revisions.
3. Edit, standardize, or make changes to material prepared by other writers or establishment personnel.
4. Confer with customer representatives, vendors, plant executives, or publisher to establish technical specifications and to determine subject material to be developed for publication.
5. Review published materials and recommend revisions or changes in scope, format, content and methods of reproduction and binding.
6. Work with technical staff to make products easier to use, thus need fewer instructions.
7. Select photographs, drawings, sketches, diagrams, and charts to illustrate material.
8. Study drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.
9. Interview production and engineering personnel and read journals and other material to become familiar with product technologies and production methods.
10. Observe production, developmental, and experimental activities to determine operating procedure and detail.



Customer Information

11. Get usability feedback from customers, designers, and manufacturers.
12. Arrange for typing, duplication, and distribution of material.
13. Assist in laying out material for publication.
14. Analyze developments in specific field to determine need for revisions in previously published materials and development of new material.
15. Review manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, service of equipment.
16. Draw sketches to illustrate specified materials or assembly sequence.

Minimum Education/Certification: Bachelor's Degree

Minimum Years' Experience: 2 Years

Administrative Assistant

Functional Responsibility: In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to overall project staff. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

Tasks:

1. Aids executive in staff capacity by coordinating office services, such as personnel, budget preparation and control, housekeeping, records control, and special management studies: Studies management methods in order to improve workflow, simplify reporting procedures, or implement cost reductions.
2. Analyzes unit operating practices, such as recordkeeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures.
3. Routes and distributes incoming mail and email.
4. Operates fax machines, videoconferencing and phone systems, and other office equipment.
5. Uses computers for spreadsheet, word processing, database management, and other applications
6. Analyzes jobs to delimit position responsibilities for use in wage and salary adjustments, promotions, and evaluation of workflow.
7. Studies methods of improving work measurements or performance standards.
8. Coordinates collection and preparation of operating reports, such as time-and – attendance records, terminations, new hires, transfers, budget expenditures, and statistical records of performance.
9. Prepares reports including conclusions and recommendations for solution of administrative problems.
10. Issues and interprets operation policies.
11. Reviews and answers correspondence.
12. May assist in preparation of budget needs and annual reports of organization.
13. May interview job applicants, conduct orientation of new employees, and plan training programs.
14. May direct services, such as maintenance, repair, supplies, mail, and files.
15. May compile, store, and retrieve management data using computer.

Minimum Education/Certification: High School Diploma

Minimum Years' Experience: 1 year



Customer Information

Training Coordinator

Functional Responsibility: Responsible for planning, developing, coordinating and implementing training programs and services; develops and evaluates training methodology and curriculum content.

Tasks:

1. May conduct needs assessment that determines what types of training should be provided to employees.
2. May be involved in designing and developing training programs that will be used in on the job training, professional development and more.
3. Responsible for developing a calendar that details what type of training opportunities are being offered.
4. Provide information regarding what classes are being offered, what participants can expect to learn, what prerequisites are necessary, and where classes will be held.
5. Responsible for keeping track of when training spaces are in use and ensuring that no double-booking problems occur.
6. Demonstrates strong interpersonal communication abilities, the ability to multitask and outstanding organizational skills.

Minimum Education/Certification: Bachelor's Degree

Minimum Years' Experience: 3 Years

Editor

Functional Responsibility: Prepare, rewrite and edit copy to improve readability. Read copy or proof to detect and correct errors in spelling, punctuation, and syntax. Plan the contents of training course and materials according to the publication's style, editorial policy, and publishing requirements. Verify facts, dates, and statistics, using standard reference sources.

Tasks:

1. Directs and coordinates activities of writers engaged in preparing technical, scientific, medical, or other material for publication in conjunction with or independent from manufacturing, research, and related activities: Analyzes developments in specific field to determine need for revisions, corrections, and changes in previously published materials, and development of new materials.
 2. Confers with customer representatives, vendors, executives, or publisher to establish technical specifications, determine specific or general subject material to be developed for publication, and resolve problems concerned with developing and publishing subject material.
 3. Assigns staff writer or contracts with specialist in subject area to produce draft of manuscript.
 4. Supervises staff writers and delineates standard procedures for gathering data and writing.
 5. Verify facts, using standard reference sources.
 6. Develop story and content ideas while being mindful of the audience.
 7. Reviews draft of manuscript or document and makes recommendations for changes.
 8. May edit and correct final draft to prepare for printing or publication.
 9. May perform duties similar to those supervised.
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Customer Information

10. May select or recommend graphics, such as drawings, diagrams, pictures, and charts to illustrate manuscript or document.
11. May specialize in particular type of publication, such as manuals, handbooks, articles, or proposals.

Minimum Education/Certification: Bachelor's Degree

Minimum Years' Experience: 3 Years

Instructional Designer

Functional Responsibility: Designs and develops instructional material for customer training courses. Demonstrates and utilizes effective needs analysis, project management, course development, and evaluation skills. Able to utilize multimedia technology and authoring tools when creating training courses.

Tasks:

1. Design and develop instructor-led training program and online help for a software application.
2. Work with SMEs to design and develop effective and creative content
3. Able to digest and analyze a wide range of information to create effective learning solutions and courses.
4. Assess not only what information is relevant and accurate, but how to best present it in a computer format.
5. Support training materials using company styles, standards, and development tools.
6. Ensure that all information is consistent, easy to understand, and well organized.
7. Proofread and edit own work and work of others to improve quality, readability, consistency, and effectiveness of documentation.
8. Serve in a dual role of both software designer and as a teacher.

Minimum Education/Certification: Bachelor's Degree

Minimum Years' Experience: 5 Years

Subject Matter Expert

Functional Responsibility: Understands, articulates, and implements best practices related to training course development or customization. Oversees the development, testing, and implementation of the training course, and validates the final product satisfies the defined requirements. Reviews technical documentation prior to distribution to end-users, and ensures their subject area is accurately represented.

Minimum Education/Certification: Bachelor's Degree

Minimum Years' Experience: 6 Years

2. MAXIMUM ORDER

SIN	MOL
611430	\$1,000,000
Ancillary	\$250,000
OLM	\$300,000

3. MINIMUM ORDER

\$100



Customer Information

4. GEOGRAPHIC COVERAGE

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

The Geographic Scope of Contract will be domestic and overseas delivery.

5. POINT OF PRODUCTION

Richardson, TX

6. DISCOUNT FROM LIST

Prices shown are net prices; basic discounts have been deducted.

7. QUANTITY DISCOUNT

None

8. PROMPT PAYMENT TERMS

Net 30 Days

9. FOREIGN ITEMS

None

10a. TIME OF DELIVERY

Not applicable

10b. Expedited Delivery

Not applicable

10c. Overnight and 2-Day Delivery

Not applicable

10d. Urgent Requirements

Not applicable

11. F.O.B. TERMS

Destination

12. ORDERING ADDRESS

Beacon Training Services, Inc.
1229 Mohawk Trail
Richardson, Texas 75080

12b. Ordering Procedures

Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3.



Customer Information

Prospective students should contact the Beacon Training Services, Inc. office at: (972) 404-0069 to enroll. Prospective students whose federal employer is paying for the course should contact their Training Officer or HR Representative to coordinate payment authorization.

Training Officers and HR Representatives should contact the Beacon Training Review, **GSA Account Manager** to provide enrollment and payment authorization. Contact information is listed below:

GSA Account Manager-Diana Stein

Ph: 972.404.0069

Cell: 214-793-8497

13. PAYMENT ADDRESS

Beacon Training Services, Inc.
1229 Mohawk Trail
Richardson, Texas 75080

14. WARRANTY PROVISION

Standard Commercial Warranty.

15. EXPORT PACKING CHARGES

Not applicable.

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR

Not applicable.

17. TERMS AND CONDITIONS OF INSTALLATION

Materials and software are nontransferable.

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATES OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES

Not applicable.

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES

Not applicable.

19. LIST OF SERVICE AND DISTRIBUTION POINTS

Beacon Training Services, Inc. (972-404-0069).

20. LIST OF PARTICIPATING DEALERS

Not applicable.

21. PREVENTIVE MAINTENANCE

Not applicable.

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS

Not applicable.



Customer Information

22b. Section 508 Compliance

Section 508 compliance information is available on Information and Communications Technology (ICT) supplies and services at www.beacontraining.com
The ICT standard can be found at: www.Section508.gov/

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER

C9NWN3MNZW17

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.

Beacon Training Services, Inc. is registered in the SAM database.



Attachment 1: Labor Category Pricing

SIN	Labor Category Title	GSA Net Price
611430	Technical Writer	\$50.95
611430	*Administrative Assistant	\$30.57
611430	Training Coordinator	\$76.43
611430	Editor	\$76.43
611430	Instructional Designer	\$142.66
611430	Subject Matter Expert	\$152.85

SCLS Eligible	SCLS Equivalent Code - Title	WD Number
*Administrative Assistant	01011 - Accounting Clerk I	05-2509

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. SCLS).



Attachment 2: Training Courses and Materials Net Pricing

SIN	Course Number	Course Title	Course Description	Course Length	Maximum No. Students	GSA Net Price Per Class
			Programming /IT			
611430	100	ASSEMBLER LANGUAGE CODING, BEGINNING	This course introduces you to the skills needed to write assembler programs with the IBM High Level Assembler (HLASM). Learn the concept and use of assembler languages and how to use fixed point and decimal (packed) instructions to perform required programming functions. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	101	ASSEMBLER LANGUAGE CODING, ADV.	This 5-day course introduces students to the intermediate techniques available when using the IBM High Level Assembler (HLASM). Upon completion of the course, the students will be able to: Utilize Boolean logic and logical operations; Dynamically allocate files via SVC 99.; Code, assemble and linkedit assembler programs utilizing 64-bit addressing, and other additional topics as needed will be discussed. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	102	C PROGRAMMING	In this 5-day course students will learn to: program in C; do calculations; control the flow of execution; modularize a program using functions and files; use arrays, pointers, character strings, structures and bit fields; do text input/output. Participants will understand the basic concepts of "C" programming; gain an understanding of "C" capabilities and features; understand the basic structure of "C" language; apply "C" programming techniques; learn to implement "C" design concepts; demonstrate knowledge of the basic components and techniques needed to create well designed programs. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	103	C PROGRAMMING (ADVANCED)	This 5-day course follows the ANSI C standard and contains many example programs, self-assessment tests for each topic, and programming exercises of increasing level of difficulty with solutions. Participants should have a minimum of 8 months C programming experience. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	104	C++ OBJECT-ORIENTED PROGRAMMING	This is a comprehensive hands-on intro to object oriented programming in C++ for C programmers. In the first module object oriented concepts are introduced. The C++ development environment is demonstrated. The second module covers more advanced topics, including multiple inheritance, templates, and exception handling. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	105	CF, INTRODUCTION	This hands-on CF programming class provides a thorough introduction to the CF language and to implementing enterprise Windows applications using the .NET Framework. Starting with the built in data types, operators and control structures. The focus of this course is on the language itself and its syntax. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	106	CICS FOR APPLICATION PROGRAMMERS	This 5-day course is designed as a basic, comprehensive study of CICS programming. The experienced batch programmer will be introduced to the concepts of on line programming in the CICS environment. Much time is devoted to the topics of CICS screen. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	107	CICS APPLICATION PROGRAMMING,ADVANCED	This seminar, designed for experienced CICS Command Level Application Programmers, Analysts and Designers. This course is designed to explore the more advanced features of CICS. Participants are exposed to functions not widely understood, yet necessary in today's large mainframe environment. Particular attention is paid to some of the more highly advanced screen handling techniques of CICS. Topics presented on CICS Recovery Facilities directly affect all CICS programs. Practical examples are given throughout the course. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	108	DB2/SQL APPLICATION PROGRAMMING AND DESIGN	This course is for application programmers and programmer/analysts who will be using SQL statements in a high level programming language (COBOL, PL/I or C) to manipulate DB2 tables in a CICS/TSO or IMS/DC environment. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	109	JAVA ADVANCED	The Advanced Java topics outline contains details of the more advanced modules in Java. Since the number of JAVA topics is large, and not necessarily related our training coordinates the ability to mix and match topics of interest for students. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	110	JAVA AND XML	Java revolutionized the programming world by providing a platform-independent programming language. XML takes the revolution a step further by providing a platform-independent language for interchanging data. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	111	JAVA DESIGN PATTERNS (FOR J2EE APPLICATI	The J2EE Patterns presented in this course represent best practices for successfully designing reusable software systems. Properly applied, these patterns allow developers to maximize their efficiency and avoid losing valuable time and energy on some common misunderstandings in the Java language. This course teaches design ideas and exemplifies how they are translated to the Java programming language. Thus, the course has a mixture of lengthy code inspections combined with design ideas. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	112	JAVA FOR C/C++ PROGRAMMER,INTRODUCTION TO	This course is designed to give students a solid working base in the latest version of the Java language. Lecture segments are followed by lab exercises to reinforce concepts. This class uses the Java Developer's kit from Sun Microsystems. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	113	JAVA INTRODUCTION	This 5-day course presents an overview of the Java programming language including applet programming as well as application development for development managers and programmers. One of the biggest advantages to Java is portability. Graphical User Interface? No problem! With the Application Window Toolkit, you can develop interfaces that run on many platforms. Java can be used to develop applets that run in a web browser, or stand-alone applications. This course introduces Java to the student with a background in programming. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	114	JAVASCRIPT	This hands-on workshop specifically focuses on the scripting standard based upon the JavaScript language, endorsed by both Microsoft, and Microsoft's Document Object Model (DOM). Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	115	JAVA SWING	This 3-day course gives Java Programmers in-depth coverage of everything needed to take full advantage of Swing, providing detailed descriptions of every class and interface in the Swing packages. It shows how to use all of the components, allowing you to build state-of-the-art user interfaces. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	116	J2EE- JAVA ENTERPRISE DEVELOPMENT	Developing enterprise applications requires an understanding of many technologies. This course is designed to cover a multitude of concepts with the major parts of the Java Enterprise Edition (J2EE) platform covered. In order to understand topics presented in this course, you must understand the Java Language. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	117	J2EE WEB APPLICATIONS- ADV TOPICS	This advanced 3-day course is intended for experienced J2EE web developers that are interested in learning advanced topics related to J2EE web applications. An overview of J2EE technology is provided, followed by hands-on experience using JNDI and JDBC and writing Servlets, JavaServer Pages, and Enterprise JavaBeans. Start-up, shutdown, and basic configuration of the WebLogic Server is covered, including setup for authentication and authorization of users. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	118	JSP,STRUTS, SERVLETS, INTRO	This course provides Java programmers with the skills needed to produce dynamic web applications using JSP and Servlets. JSP and Servlets are part of the Java2 J2EE specification and provide a very capable alternative to Microsoft's ASP.Net. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	119	KORN SHELL PROGRAMMING WITH SED AND AWK	This course presents utilities useful in shell scripts. Students learn basic programming concepts within the context of the Korn shell scripting language. More advanced features and its scripting capability are presented next. The course then presents the basics of working with the Stream Editor. Students are given additional material on regular expressions and taught how to use sed to edit files. Techniques for integrating sed commands into Korn shell scripts are also presented. Next, the course presents the awk programming language. Students learn to write awk scripts to extract data from files and generate reports. In addition, students are shown how they can integrate awk commands and programs into Korn shell programming. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	120	MFC WINDOWS PROGRAMMING FOR C++	This 5-day course presents Windows programming with an object oriented approach using Visual C++ and the MS Foundation Class Library. Module 1 covers the essential elements of Windows programming via an object oriented approach using Visual C++ and the Microsoft Foundation Class Library. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	121	MQ,INTRODUCTION AND APPLICATION PROGRAMM	This course introduces the concepts of commercial messaging and explains how the MQSeries product fits the messaging application model in large networks and in client/server configurations. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	122	MQSERIES PROGRAMMING INTRODUCTION	MQSeries Programming is a course that introduces the concepts of commercial messaging and how the MQSeries product fits the messaging application model in large networks and in client/server configurations. First the course introduces the basic concepts and facilities of MQSeries. Day 2 to 4 provides a quick start technical introduction for application development staff. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	123	MQSERIES OVERVIEW	WebSphere MQ (MQSeries) Technical Overview is a course that introduces the concepts of commercial messaging and explains how the MQSeries product fits the messaging application model on a single system, in large networks and in a client/server. In this course students learn the characteristics and benefits of applications that utilize messaging and queuing with MQSeries. This includes: remote communication, unit of work and security considerations. The course introduces the concepts and techniques for best using MQSeries. Topics are applicable to the most environments supported by MQSeries. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	124	MVS/VCL INTRODUCTION	This course covers MVS Job Control Language and contains many examples, self-assessment tests for each topic, and 38 programming exercises of increasing level of difficulty with solutions. You must have experience in programming to succeed in this course. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	125	MVS TSO CLIST	This course covers the use of Command Lists in the Time Sharing Option. Commands and Command Lists are covered in detail. REXX and Edit Macros are introduced. There are no prerequisites, however ISPF knowledge is desirable. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	126	MVS/TSO/ISPF	This course presents a detailed exposure to the Interactive System Productivity Facility (ISPF). Browse and edit datasets. Create, delete, rename and copy datasets. Create, delete, rename and copy datasets. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	127	MVS UTILITIES	The course covers the standard MVS utilities and contains many example programs, self-assessment tests for most topics, and programming exercises. Students need fundamental programming skills to succeed in this course. Objectives for the student to learn - process data set dispositions with IEFRB14 - copy sequential datasets with IEBCOPY - print or punch sequential or partitioned datasets with IEHPDTC - make copies of partitioned data sets with IEBCOPY - update members of partitioned data sets with IEBCOPY - compare two sequential or partitioned data sets with IEBCOMP - list directories, VTDC entries, or catalog entries with IEHLST - create copies of sequential or partitioned data sets with IEHMOVE - catalog, uncatalog, scratch, or rename data sets with IEHPRDGM - process VSAM and non-VSAM data sets with IDCAMS. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	128	POWERBUILDER, INTRO	This intensive hands-on course is designed for application programmers responsible for the design and implementation of client/server applications using PowerBuilder 8. Prerequisites include: Basic knowledge of the Windows operating system; Introduction to SQL, or equivalent experience; and Experience in a programming language. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	129	POWERBUILDER, ADV.	This course introduces you to advanced techniques used to develop business applications with PowerBuilder 8. This course is for application programmers responsible for the design and implementation of client/server applications using PowerBuilder. Upon completion of this course, the student should be able to: Create standard reports. Create RichText, nested and composite style, create Data Windows, and use a variety of techniques to test, debug, and analyze PowerBuilder applications. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	130	OBJECT-ORIENTED ANALYSIS AND DESIGN WITH	Using a balanced blend of lecture and exercises this 3- day course teaches essential object-oriented concepts and their application within a practical analysis and design process. The most common analysis and design methods are presented, including use case analysis, problem domain analysis, activity diagramming, interaction diagramming, and the application of design heuristics and patterns. Using the Unified Modeling Language (UML) to produce analysis and design modeling deliverables is also covered. The course also provides a brief introduction to object database technologies and distributed objects. Throughout the course emphasis is placed on techniques that improve system adaptability and component reuse. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06



SIN	Course Number	Course Title	Course Description	Course Length	Maximum No. Students	GSA Net Price Per Class
611430	131	OBJECT-ORIENTED PROGRAMMING USING JAVA	This course will familiarize you with how to use Java according to the top Object-Oriented Programming principles. A balanced blend of lectures and programming exercises provides in-depth understanding as well as hands-on experience. This course introduces the student to the fundamentals of object-oriented design through Java. Through a non-trivial hands-on application, the student will learn to apply the concepts to real world problems. The course stresses common methodology techniques like use-case driven design, responsibility driven design, and object modeling in UML (Unified Modeling Language) while demonstrating these concepts in concrete Java program examples. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	132	ORACLE: ADVANCED PROGRAMMING TECHNIQUES	This advanced Oracle PL/SQL training helps PL/SQL programmers take advantage of language features, advanced techniques, and packages and facilities provided by Oracle to develop and tune efficient and effective PL/SQL subprograms. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	133	ORACLE DATABASE ADMINISTRATION	Managing and supporting complex Oracle databases requires specialized skills in performance and system management. This course is designed to teach students how to create, maintain, and administer an Oracle database: How to administer users, perform backups, recover a database, and use of the Data Dictionary are also discussed. The course makes extensive use of the DBA tool SQL*DBA. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	134	ORACLE DATABASE - PERFORMANCE & TUNING	In this course students will clearly define the various methodologies one can use to tune an Oracle Database. It covers the various components of an Oracle Database where potential performance bottlenecks could occur and how to monitor and tune them. In addition, the course covers all Oracle 10g performance related features along tuning application code such as SQL or PL/SQL. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	135	ORACLE DEVELOPER FORMS	In this class you will learn how to create and test Oracle Forms applications and how to specify custom designed screens with menus and special features. Upon successful completion of the course, a student will be able to: Build and test interactive applications based on Forms modules; Understand and use the Developer/2000 to create and modify screen layouts ("forms"); Demonstrate the use of the Forms Layout Editor; Develop menus; Use library "functions"; establish templates; Customize forms with graphical user input items, such as check boxes, list items and radio groups; Create input and text items; Use various types window structures ("blocks"); Identify the different types of triggers and know when to use them; Modify data access by creating event-related triggers; and Construct a custom message. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	136	OWASP - ASP	This course guides the participant through the top ten security vulnerabilities from OWASP top ten list. The course explains the vulnerability, provides samples of the flaw, provides solutions to protect the application and provides tests to check site security. This course involves hands-on demonstrations and labs. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	137	OWASP-JSP APPLICATIONS, (BUILDING SECURE)	With recent security breaches everywhere, data security is on the minds of many consumers and executives alike. There are many ways in which attackers can obtain data and exploiting vulnerabilities in custom application code is common. Regardless of whether you need PCI compliance, regulatory compliance, or simply want to protect your systems, this course is essential for your custom application developers. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	138	PERL PROGRAMMING, INTRODUCTION TO	This course covers the fundamentals of the Perl programming language. Students are introduced to the basic language syntax with complex examples that will be understood by the end of the class. Scalars and their different types are introduced with associated operators and built in functions. Lists and arrays are then covered with list manipulating functions and rules, followed by user-defined sub-routines. The next component covered will be associative arrays (hashes) and hash functions. An extensive coverage of regular expressions follows. The course finishes with a study of additional control structures, file I/O, and file and directory manipulating functions. The course is best suited to a UNIX /Linux environment, but may also be run in a Windows environment with ActiveState Perl. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	139	PERL PROGRAMMING, ADVANCED	This Perl Programming course explains complex data structures, showing how references can be used to build structures that are multi-dimensional combinations of arrays and hashes. Next, data manipulation techniques are discussed; this includes advanced techniques for searching, sorting and data conversion. This discussion continues with parsing techniques, including special requirements for HTML and XML files. Next, Object-Oriented programming is discussed from a Perl perspective. This discussion carries into the development of packages and modules. In this section, students learn how to use Oracle's SQL*Plus to create database tables and execute queries through the use of SQL's Data Definition Language (DDL) and Data Manipulation Language (DML). There are several hands-on labs in this course that will provide the student with the opportunity to practice and perfect the knowledge of Oracle that they will gain during this course. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	140	SHAREPOINT DEV. 1	This course is designed for individuals who will need to access information on a Microsoft SharePoint team site or for individuals who may need to create and manage a team website. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,741.06
611430	141	SHAREPOINT DEV. 2	This course is designed for individual contributors or departmental staff in a variety of job roles, such as administrative assistants, functional or operations managers, with basic SharePoint skills, and who have the responsibility for managing basic SharePoint sites using the out-of-the-box functionality provided by the built-in SharePoint Designer templates, and who now want to extend or create SharePoint sites with functionality by incorporating server web controls, data controls, customized workflows, and administration. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,741.06
611430	142	SQL, INTRO	This course will introduce the student to Relational Database design techniques, including Entity Relationship Modeling, Normalization, and Data Integrity concepts. Students will learn how to use Oracle's SQL*Plus to create database tables and execute queries through the use of SQL's Data Definition Language (DDL) and Data Manipulation Language (DML). There are several hands-on labs in this course that will provide the student with the opportunity to practice and perfect the knowledge of Oracle that they will gain during this course. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	143	SQL ADV.	Advanced topics include the study of Oracle's database architecture, including schemas, objects, and the Data Dictionary. Students will demonstrate building and executing Stored Procedures and Functions while utilizing Oracle's PL/SQL. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	144	UNIX FUNDAMENTALS & KORN SHELL PROG	This course covers UNIX operating system and Korn shell from a user perspective. Various utilities associated with the Korn shell will be discussed, including the vi editor. Prerequisites: UNIX Commands and Utilities. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	145	UNIX POWER USERS	This workshop seminar is designed for UNIX users who wish to gain more advanced UNIX knowledge and skills. While specific shell programming and system administration skills will not be taught, the material that is covered will be useful in both of those areas as well. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	146	UNIX PROGRAMMING (USING C) ADVANCED	This course emphasizes topics required for writing stand-alone applications, although some topics are applicable in a networked client/server environment. This class is for experienced C programmers who want to develop C language applications in a Unix environment. Knowledge of and/or experience with Unix to at least an intermediate level is highly recommended. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	147	VISUAL C# .NET, INTRODUCTION TO	Visual C# .NET is a simple object-oriented programming language that combines the simplicity of Visual Basic with the power of C++. This 5-day course will cover the C# language using Visual Studio .NET and the .NET Framework. Students will learn to use the C# language to build applications in a Windows operating system environment. The course assumes you already are familiar with key programming concepts such as, variables, and programming constructs. The class is code intensive and will bring you up to speed to begin creating next-generation applications and Web services very quickly. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	148	WEBLOGIC APPLICATION PROGRAMMING	This course is an intro to writing J2EE (Java 2 Enterprise Edition) applications using BEA's WebLogic Server. An overview of J2EE technology is followed by hands-on experience using JNDI, JDBC and writing Servlets, JSP pages and Enterprise JavaBeans. Start-up, shutdown, and basic configuration of the WebLogic Server is covered, including setup for authentication and authorization of users. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	149	WEBSHERE MQ ADMINISTRATION	WebSphere MQ (MQSeries) System Administration Seminar is a course for System Administrators, operating and technical support staff installing and tailoring the MQSeries product in the UNIX & Windows environments. Most of the course contents also apply to other platforms such as z/OS, VSA, AS/400, TANDEM, VAX/VMS. The course is using machine exercises where the customer facilities are available. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	150	WINDOWS COMMUNICATION FOUNDATION	Windows Communication Foundation (WCF) is Microsoft's new framework for building distributed systems. It unifies and builds on the diverse set of existing distribution mechanisms, which include ASP .NET Web services and .NET Remoting. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	151	XML INTRODUCTION TO	This 3-day course introduces you to XML (extensible Markup Language), however, in order to understand XML, you need some background. In this course you start by looking at what the term markup means, then learn about the idea of generalized markup. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
611430	152	XML ADVANCED	This course is for students who are already working with XML or have attended a 1-day XML Overview course. It will teach you the programming basics of XML: its syntax, the XML document as an object tree, applying a content model to an XML document, and how to use XML style sheets to transform a document. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,741.06
Business Analyst & Project Management						
611430	200	ADVANCED AND APPLIED PROJECT MANAGEMENT	This instructor-led, simulation-based, training class is for experienced project management practitioners who wish to apply and enhance their project management skills. The course is designed to re-introduce essential project management processes followed by hands-on application of skills using both a course case study and a project simulation tool. Participants will take a realistic project from inception (initiation) through completion (closure). Course can be delivered in-person or virtually through a webinar format.	2 day	20	\$3,288.66
611430	201	BUILDING POSITIVE PROJECT CUSTOMER/STAKEHOLDER RELATIONSHIPS	In this course, participants will be introduced to fundamental and advanced stakeholder management techniques that must be applied in the project environment. After an introduction to the better practices for each learning unit, course attendees will apply these principles via relevant individual and team exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	202	BUSINESS ANALYSIS AND REQUIREMENTS GATHERING	This course describes the Business System Life Cycle and presents practical ways to gather system requirements and analyze user needs. The student will practice techniques for interviewing end users of the system to drive out system requirements. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	203	BUSINESS CASE DEVELOPMENT	This workshop reviews the processes, techniques and provides a realistic and usable method of developing the documentation of this initial project assessment. It is designed to provide those responsible for developing the justification for projects, a better understanding of the practical techniques they can use to obtain project approval. These include project scope definition, feasibility analysis, business and technical viability analysis. The class achieves its results through presentation, discussion and team exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	204	BUSINESS INTELLIGENCE AND ANALYTICS	This course provides definitions, concepts, and practices related to business intelligence and analytics. The course is designed to expose the participant to the basic tools and techniques for determining appropriate data, data collection, data normalization, data storage, and data access for business intelligence analysis. The course provides examples of business intelligence tools and the presentation of information for business decision-making. Working with the client, examples can be provided to participants directly applicable to their organizational area. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	205	CONSULTING SKILLS FOR BUSINESS ANALYSTS	In today's ever changing business environment, customers and developers may be across the hall or halfway around the world, the Business Analyst is critical to the success of the organization. This course focuses on the practical skills needed by today's Business Analyst to be able to effectively interact with their business stakeholders to produce excellent business solutions. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76



SIN	Course Number	Course Title	Course Description	Course Length	Maximum No. Students	GSA Net Price Per Class
611430	206	COST-BENEFIT ANALYSIS	A key aspect of a project lies in the ability of the sponsor (often the Project Manager) to present a case for why a project is needed. Many projects are authorized on well-meaning benefits, but often, when the project is completed, the "benefits" are seldom realized. Managing the client's (or manager's) expectations requires a realistic approach to estimating anticipated project benefits. This workshop is designed to cover the foundation methods, tools and techniques for justifying a project. It also will provide a better understanding of the practical techniques that can be used to obtain project approval. The class achieves its results through presentation, discussion, team exercises and the option to apply the methods on participants' current projects. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	207	CREATING TECHNICAL DOCUMENTATION	This course presents the basic principles of excellent documentation for use in an IT environment based on matching each type of documentation to its intended audience. Various types of documentation are discussed including technical reports, training material for computer systems, maintenance and reference documentation and documentation to accompany presentations. Alternate delivery methods are also discussed including on-line and web-based documentation. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	208	EARNED VALUE MANAGEMENT	The course structure effectively combines lecture and discussion with hands-on application of useful project reporting, monitoring, and controlling techniques for project scope, schedule, and cost baselines. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	209	EFFECTIVE PROJECT ESTIMATING AND CONTROL	This workshop uncovers the "fundamental truths" of estimating projects and addresses the factors that dramatically cause estimates to be incorrect. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	210	EFFECTIVE STAKEHOLDER FACILITATION	A project has many individuals, groups, organizations, and communities that have a vested interest in the outcome of a project. These stakeholders derive from many sources and each one wields a certain level of influence and can impact the project. In this course, participants will be introduced to fundamental and advanced stakeholder management techniques that must be applied in the project environment. After an introduction to the better practices for each learning unit, course attendees will apply these principles via relevant individual and team exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	211	ESSENTIALS OF PROGRAM MANAGEMENT	The Essentials of Program Management is an instructor-facilitated, learning course where participants not only learn about what sets program management apart from project management, they also will apply the lessons through hands-on team exercises. Topics covered in this session will be delivered through the five phases of program management: pre-program setup, program setup, establishing a program management and technical infrastructure, delivering incremental program benefits, and closing the program. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	212	ESTIMATING PROJECTS	Estimating Projects requires a combination of skills: Analyst, Accountant, Statistician, Historian, Librarian and Politician! If we estimate the project too high, we won't be believed, but if we estimate what we think, Clients will cast the estimate in stone. Estimating seems to require ESP to be done correctly! This workshop uncovers the "fundamental truths" of estimating projects and addresses the factors that dramatically cause estimates to be incorrect. We cover the foundation approaches of estimating which are applicable for estimating projects across a wide spectrum of business and industries - from a brief discussion of the fundamental theory to a more intensive exploration of the practical use of the techniques. Many of the techniques can also be applied to detailed task estimating. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	213	FACILITATION TECHNIQUES FOR REQUIREMENTS DEVELOPMENT	The business analyst spends a significant amount of time eliciting requirements. Yet, many business analysts lack formal training on this vital skill. A successful facilitation session results in requirements that you can begin to analyze and work with. Facilitation Techniques for Requirements Development focuses on teaching the facilitation skills necessary to elicit and analyze requirements on a project. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	214	GATHERING, AND ANALYZING USER REQUIREMENTS	This course describes the Business System Life Cycle and presents practical ways to gather system requirements and analyze business needs. Students will gain insight into the critical importance of requirements gathering as the foundation of good systems analysis and design. While all stages of the Business System Life Cycle are discussed, the emphasis of this course is on the planning and analysis stages, with special attention focused on techniques for gathering system requirements. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	215	JUMPSTART INTO PROJECT MANAGEMENT	The course covers all project management life-cycle processes including: project initiation, planning, executing, monitoring and control, and closing. The course structure effectively combines four Project Leadership Series offerings (The Essentials of Project Management, Effective Project Estimating & Control, Project Risk Management, and Leadership Skills for the Project Professional) into an accelerated project management training session which combines introductory lecture and discussion along with hands-on application of useful project management principles, tools, and techniques through applied case study exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	216	LEADERSHIP SKILLS FOR PROJECT PROFESSIONALS	In this course, participants will be introduced to common leadership principles that must be applied in the project environment. After an introduction to the better practices for each learning unit, course attendees will apply these principles via relevant individual and team exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	217	MANAGING Multiple PROJECTS	This training class addresses the challenges associated with juggling multiple and overlapping projects while providing insight into the essentials of the Program Management discipline. Participants will be able to use these principles through hands-on case study review and exercises. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	218	PMP CERTIFICATION EXAM PREP	The course content and delivery is structured around The Guide to the PMBOK® knowledge areas and supplemental exam material. It is designed to help the PMP /CAPM candidates optimize their study and preparation time for the respective certification. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$2,901.76
611430	219	PROJECT ESTIMATING AND SCHEDULING	Project Estimating and Scheduling is a one-day training session designed to provide project team members and participants with better ways to successfully define, deliver, and control the schedule and cost factors of a project with more precision. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	220	PROJECT MANAGEMENT ADVANCED TOPICS	This is a learning program designed to provide project management practitioners with advanced tools and techniques to get errant projects back under control. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	221	PROJECT MANAGEMENT FUNDAMENTALS	This instructor-led, training class designed to introduce participants to the basics of the project management discipline. The course structure effectively combines introductory lecture and discussion with hands-on application of useful project management principles, tools, and techniques through applied case study exercises. The course covers the basics of all project management life-cycle processes including: project initiation, planning, executing, monitoring and control, and closing. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	222	PROJECT PORTFOLIO MANAGEMENT	This instructor-led, training class introduces participants to the fundamental and advanced concepts of managing a project portfolio. It combines introductory lecture and discussion with hands-on application of portfolio management principles, tools, and techniques through applied case study exercises. The primary objective of the PPM learning experience is to help organizational leaders identify, evaluate, select, and prioritize the right projects (at the right time) that best align the organizational assets with its strategic objectives. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	223	PROJECT PROCUREMENT MANAGEMENT	Today's evolving global economy requires teams to do more with less. This often means a person's career lasts longer than most companies; so companies have to look outside to source project delivery resources. Project team members need to be well-versed in sourcing and procuring of external providers and partners. The course structure effectively combines lecture and discussion with hands-on application of useful planning, executing, monitoring and controlling, and closing processes in the domain of project procurement management. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	224	PROJECT QUALITY MANAGEMENT	The course structure effectively combines lecture and discussion with hands-on application of useful quality planning, assurance, and control techniques in the domain of project management. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	225	PROJECT MANAGEMENT EXECUTIVE SEMINAR OVERVIEW	This seminar will benefit executives, senior managers, resources managers, and functional managers that want a basic understanding of project management and how it can contribute to organizational success. The seminar will benefit any project stakeholder in any industry. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	226	PROJECT SCOPE, SCHEDULE & COST CONTROL	Scope, Schedule, and Cost Control is a two day training course designed to help project management practitioners incorporate better practices in defining, developing, and controlling the scope, schedule, and budget elements of a project. Participants will leave the seminar with a better understanding of project planning techniques such as: Work Breakdown Structures, Activity Breakdown, Network Diagramming, Critical Path, Schedule Development, Cost Budgeting, Cost Control, and Earned Value Management. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	227	PROJECT SMOKE JUMPER	The Project Smokejumper: Rescue and Recovery of Troubled Projects is a learning program designed to provide project management practitioners with effective tools and techniques to get errant projects back under control. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	228	PROJECT RISK MANAGEMENT	This course introduces and applies better risk management practices in the context of projects. It combines lecture and discussion with hands-on application of best practices in project risk management. You will learn and apply valuable tools, techniques, and processes associated with eliminating and/or minimizing the presence and impact of adverse risk events (threats). Additionally, participants will learn about processes for capitalizing on positive risk events or opportunities that project teams may encounter. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	229	REQUIREMENTS AND PROCESS MODELING	This class provides an introduction to business analysis using standards based notation and methodology, specifically Use-Cases and Unified Modeling Language (UML) diagrams. This class is useful to any analyst responsible for gathering requirements and/or representing existing or desired business processes. This course offers plenty of hands-on opportunities. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$2,901.76
611430	230	USE CASE DEVELOPMENT	This course presents a methodology for creating Use Cases and how they fit into the overall Requirements Package. It explains the differences between Use Cases and how they fit into the SDLC process for both Agile and Waterfall methodologies. Workshops are included to give students practice in developing both options. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	231	USE CASE MODELING	This course is designed for business analysts, quality assurance specialists, project managers, and technical personnel that want to learn to create effective business requirements and validate those requirements. This course covers the discovery, creation, documentation, and validation of business, functional, non-functional, and stakeholder (user) requirements through the creation of Process Models and Use Cases. Hands-on workshops using a JAD format are used to reinforce concepts. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	232	VIRTUAL PROJECT MANAGEMENT IN TODAY'S GLOBAL WORLD	This class will cover the challenges, potential pitfalls, best practices, and lessons learned in leading virtual project teams. Participants will be introduced to advantages and common constraints of the virtual team environment. This will be followed by discussion and application of better (and useful) practices to capitalize on the advantages while limiting the impact of communication and control constraints in the virtual project team setting. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	233	LEAN-AGILE PROJECT MANAGEMENT	This course is designed for project and program managers and anyone those interested in agile project management in IT and beyond. This course will cover the case for creative economy project management, control & balance, scalability, and the PMO as lean-agile center of excellence. This program is about project management, not software development. The goal is to bring Plan-Do-Check-Act project management lifecycles and frameworks to the entire project management community. This program will not only address frameworks such as Scrum, DSDM, SAFe, and AgilePM, but will also place these frameworks in context to PMI project and program management standards (canvases) so they can be used in IT and beyond. Challenging the status quo in every aspect, the program will not shy away from acknowledging some of the disastrous agile implementations in which the PMO was bypassed. Course can be delivered in-person or virtually through a webinar format.	2 day	20	\$4,159.19
DESKTOP						
611430	300	ACCESS ALL VERSIONS AND LEVELS	This course is designed for individuals who wish to learn intermediate-level operations of the Microsoft Office Access program. The target student may also include individuals whose job responsibilities include creating databases, tables, query a database, design forms and generate reports. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51
611430	301	EXCEL ALL VERSIONS AND LEVELS	This course is meant for those desiring to gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and Pivot Charts for analyzing data, and customizing workbooks. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51
611430	302	EXCEL MACROS	You will be introduced to these features and then perform the steps required to use the features correctly. This course teaches you how to create custom toolbars & menus as well as templates. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51



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611430	303	EXCEL VBA	Proficient knowledge of Microsoft Excel. Knowledge of PivotTables is necessary for this class. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51
611430	304	MICROSOFT PROJECT INTRO	You need to gather information about the various tasks involved, resources required to accomplish the tasks, and the overall cost in order to plan a project. Microsoft Office Project acts as a tool that assists you in managing your projects. In this class you will create and modify a project plan. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51
611430	305	MICROSOFT PROJECT: ADVANCED	In Microsoft Project: Introduction, you used your project management skills to create a complete project plan. The plans need to be updated and modified regularly to keep the project moving on track. This 1-day advanced course will build upon the knowledge gained, and give you the opportunity to work with a project plan once it reaches the project implementation phase. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,934.51
611430	306	POWERPOINT ALL VERSIONS & LEVELS	This course is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations by using Microsoft Office PowerPoint. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,934.51
611430	307	PRESENTING POWERFUL PRESENTATIONS USING POWERPOINT	This course requires basic skills/knowledge and practice using PowerPoint. This class teaches how to maximize your presentation's impact. Content, visual aids and delivery – develop a new understanding of all three and see immediate and measurable improvement in your presentations. Learn and apply time-proven writing, speech and design principles to new PowerPoint skills and create clear and effective presentations to educate, persuade, enlighten or train. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$1,934.51
611430	308	VISIO - ALL VERSIONS AND LEVELS	Microsoft Office Visio Professional has a host of features that are instrumental in creating pictorial representations of information. In this course, you will learn the essentials of Visio. This course is designed for persons who have an understanding of basic workflows and the concept of end-to-end flowcharting. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,934.51
611430	309	WORD ALL VERSIONS AND LEVELS	This course is intended for individuals who want to gain basic knowledge of working with Word. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$1,934.51
Professional Development						
611430	400	ADAPTING TO CHANGE & UNCERTAINTY IN THE WORKPLACE	While many find it hard to admit, we are predominately creatures of habit. We prefer the known to the unknown, the familiar to the unfamiliar. Unfortunately, as current times remind us, the rate of change continues to accelerate and there is little that we can do to avoid it. If we try to resist it, we are going to be left behind – in our careers and our personal lives. The good news is that there are tangible skills we can learn to adapt to this change, which once learned can help others to master them as well. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	401	ART OF SKILLFUL LISTENING	This class enables a student to acquire exemplary communication and listening skills. They will learn proven techniques that will allow them to be recognized as an effective listener within their team and peer groups. After the participant puts the techniques into actions, they will see that there are fewer breakdowns in both verbal and written communications. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	402	BUILDING TRUST	We live and work in a world filled with intense change amidst a frenetic pace. Day to day, organizations are being reshaped, people arrive and depart, and processes change. Our customers and clients demand more of us and desire it quicker. It is no wonder that our rapidly changing landscape has created its share of uncertainty and doubt. Participants will explore the ingredients that build trust and practice approaches that can enhance the level of trust in all of their relationships. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	403	BUSINESS ETIQUETTE	Business Etiquette is a class that explains how 15% of the reason you will get a job, keep a job or be promoted in your career will be your knowledge and technical skills. 85% of your job success will be based on your people skills. Professional etiquette influences success because it: Differentiates you in a competitive market; Enables you to be confident in a variety of settings with a variety of people from all walks of life. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	404	BUSINESS WRITING FOR RESULTS	Students will practice a 4-step writing process that covers planning your document, writing your document, and editing and formatting your document. This process enables you to reduce writing time, improve the quality of your writing, and ensure that your writing is focused on the reader. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$2,901.76
611430	405	BUSINESS WRITING 101	This class will review: Main topics include THE BASICS: Spelling, Punctuation and Usage including Three Tips for Better Spelling, Punctuation Pointers, Proper Word Usage YOUR WRITING STYLE; and Choosing your words carefully. The ability to convey information and to persuade others to take action in writing is a powerful business skill. To be able to do so in a clear and concise manner is exceptional. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	406	CHANGE MANAGEMENT – LEADING OTHERS THROUGH CHANGE	Organizations are required to respond to customers rapidly, incorporate new technologies, and implement continuous improvements in their operations. One of the best ways to facilitate change is through effective leaders who understand the impact of change. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	407	COACHING FOR IMPROVED WORKPLACE PERFORMANCE	This customizable course is day or full day session. Coaching for Improved Workplace Performance was designed to equip managers and supervisors with the necessary skills to successfully coach employees. This interactive course will help you to move out of the directive and problem-solving mode to establish trust, motivate, and help others to move to a future orientation. You will experience various coaching situations through small group interaction and peer coaching, and are encouraged to bring issues you face in the workplace to the session. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	408	COMMUNICATION SKILLS FOR ADMINS	Today's Administrative Professional is required to be successful in a crazy-busy environment. Your work pulls you in many different directions: often you are supporting more than one manager in addition to working with teams from different areas. This class will help you use effective communication skills to prevent problems, deal with difficult people and resolve challenges as they arise. You will learn to assert yourself without offending others, tips to communicate with your boss to keep your relationship great, strategies for dealing with difficult situations and people, guidelines for your verbal and written communication and most important, the "how-to's" for gaining respect and credibility from those who count. This class will boost both your self-confidence and your career. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	409	CONDUCTING AND LEADING EFFECTIVE MEETING	This program is highly interactive and involves a variety of training methodologies including lectures, case studies, structured exercises, and role playing. Topics covered will include: Types of Meetings; Common Problems; Agendas; Group Participation; Room Set-up; and Personality Types. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	410	CONSTRUCTIVE CONFLICT MANAGEMENT THE KEY	In this workshop, you will learn to deal effectively with differences through the techniques of compromise and collaboration. This seminar investigates the causes of conflict and explores constructive as well as destructive effects of conflict, depending upon how it is managed. Emphasis is placed on creating an awareness of the effect that resolution has on future conflict and on how understanding of individual preferences for entering and ending conflict impacts communication. Proven techniques for skillfully resolving any conflict are taught. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	411	CONSULTING WITH CLIENTS	The growth and changes within companies has created an environment where IT needs to consult with its clients. We now have to work in partnership with our clients by consulting with them to understand their business needs and deliver them. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	412	CREATIVE PROBLEM SOLVING AND DECISION MAKING	This unique course is designed to increase the ability to solve problems especially in a team environment. Since we all deal with problems of various types, both in the work place and outside it, this class addresses issues of broad relevance. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	413	CREATIVITY AND INNOVATION	Today's business environment demands innovation. Participants will learn a deliberate, systematic process that helps people break free of stale thinking patterns. The result is innovation that works. This 1-day course is designed for those who are looking for more creativity in strategic thinking, innovation, process improvement and marketing. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	414	WHAT IS A CRUCIAL CONVERSATION?	Difficult conversations happen in everyone's professional and personal lives. How you approach these conversations is the key to a successful conclusion that avoids adding stress and compounding the pre-existing problems and issues. This course will help you to develop the communication skills to better handle these issues. You will learn to analyze the situation, your motives and behaviors in an unemotional, non-judgmental style that will keep you focused on achieving your goals. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	415	CUSTOMER SERVICE EXCELLENCE	Providing excellent customer service is about building relationships and being responsive to people's needs. It requires a social skills and a genuine willingness to serve that can be challenging in these fast-paced times. At the end of this course program participants will be able to: Identify the Value of the Customer, Engage the Right Employees to WOW the Customer, Learn and Train Service Standards, and Understand How to Reinforce and Coach Desired Behaviors. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	416	DEALING WITH DIFFICULT PEOPLE	Give today's increasingly diverse workforce, the odds are greater than ever that you are going to need to interact with some people that you would prefer not to. It may not be a dislike that you feel toward someone, it may just be discomfort. Yet, given the preponderance of team effort, you will have no way to avoid interacting with some of these people. This workshop explores ways to increase your comfort level and identify productive ways to accomplish tasks with people you would rather not have to engage. You will be provided tools (including DISC or Meyers Briggs assessments) to help you better understand what causes the distress you experience and approaches to manage it. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	417	DELEGATION & EMPOWERMENT	One of the often-undeveloped skills available in a leader's tool set is the art of delegation. More than "tossing" a task at someone on the run, delegation is an opportunity to enhance other's skills, level of motivation and initiative, and build loyalty and commitment. This workshop will examine some of the advanced techniques for delegation and empowerment, including overcoming resistance to taking responsibility for a particular task. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	418	DEVELOPING HIGHER PERFORMANCE TEAMS	Virtually everyone is being asked to work in teams these days many times across different functional lines. Teamwork is not an automatic process; it requires practice just as with any other skill. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	419	EMOTIONAL INTELLIGENCE	Emotional Intelligence (EI) includes the emotional, personal and social aspects of functioning. It measures one's understanding of oneself and others, relating to people and adapting to and coping with our immediate surroundings. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	420	ESTABLISHING VENDOR RELATIONSHIPS	This workshop will be designed to teach key project management relationship and communication building skills, then allow the participants to immediately apply these skills using a meaningful case study. The workshop will be in two main parts: a needs assessment to better understand the specific issues faced by Account Managers and to assist in the design of accurate case study work. The other component is a workshop focused on establishing boundaries for each new work assignment, so that all participants know what is expected at the outset. The skills covered in the workshop will be immediately applied to a "real-life" scenario based on feedback from the needs assessment. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	421	GETTING RESULTS THROUGH COLLABORATION	This workshop is designed to provide participants with a greater awareness of how perceptions are influencing our behavior and, more importantly, how to shape our interaction with others in a way that is likely to promote smoother and better work out output. This is not as easy as it may sound given a fast-paced, pressure-filled environment that demands more in less time, where much of our communication is through technology. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	422	GOALS AND GOAL SETTING	Goal setting is vital to our well being on many levels: to build self confidence, to accomplish more, and to attain our most important priorities. This 1-day workshop will demystify the goal setting process and provide methods that make the determination of goals much easier to design. We will also explore how people can overcome their "stumbling blocks" to goal setting and use this process as a way to map out a higher level of success in personal and professional pursuits. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	423	GRAMMAR REFRESHER	This customized course is designed for those wanting to express their ideas more clearly and effectively. Participants learn to improve their communication skills immediately by applying the standards of good writing in a relaxed atmosphere. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76



SIN	Course Number	Course Title	Course Description	Course Length	Maximum No. Students	GSA Net Price Per Class
611430	424	HOW TO GET RESULTS WITHOUT AUTHORITY	This workshop will provide you with the necessary skills to win the respect of others and to increase your ability to influence others and gain their cooperation when needed. This workshop will provide you with the necessary skills to win the respect of others and to increase your ability to influence others and gain their cooperation when needed. This program is designed with a range of techniques and skills that include persuasion and influence, negotiation and the forging of alliances that yield outstanding results. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	425	INFLUENCING & PERSUADING	In this course, you will learn the specific skills, behaviors and attitudes that enable you to achieve desired results without relying on the use of authority. You will learn how to create a positive impression through collaboration. You will learn identifying and then adapting to the four different communication styles, Building trust and credibility, Presenting benefits, not features, Making a positive first impression (and a strong permanent last impression), Using the DISC Personal Profile, you will learn the differences in how people communicate, and how you can increase your influencing skills by speaking the other person's language. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	426	INTERPERSONAL COMMUNICATION:	The success of any organization depends on the communication skills of all of its employees. Better interpersonal communication can lead to greater success in the organization, greater satisfaction among our customers, and greater personal success. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	427	INTERVIEWING TECHNIQUES: MAKING THE RIGHT HIRING DECISION	This 1-day course is designed for managers or human resource professionals who are responsible for recruiting, interviewing, and selecting employees and are new to the hiring process. Participants learn how to get the information they need to select the most appropriate candidate without landing in court. This course is designed for managers or human resource professionals who are new to the hiring process. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	428	MANAGING REMOTE STAFF	As businesses compete on a national and international basis, there is the continuing need to manage work teams that are remotely located and have little, if any, contact with the other group members and/or their manager. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	429	PARALLEL THINKING: APPLIED CONSTRUCTIVE	Today's tough business climate demands innovation and the ability to think outside-the-box. That requires breaking free of our traditional thinking patterns and learning to think creatively in a deliberate and systematic way, not just when the inspiration occurs. This one-day workshop is designed for you and your colleagues to learn some creative thinking techniques while working as a team in looking for more creativity in strategic thinking, innovation, process improvement or marketing. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	430	LEADERSHIP SERIES, ADV. TOPICS	This course is a comprehensive curriculum, which is conducive to learning and practicing the skills and behaviors of effective leaders. In today's uncertain business environment, every member of the organization must assume the qualities of leadership: the ability to adapt to change, take charge when necessary and accept responsibility for one's actions and decisions. This seminar will prepare you to develop your employees to demonstrate greater initiative and accountability, while striving for continuous improvement. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	431	LEADERSHIP SKILLS FOR BUILDING HIGHER PERFORMANCE TEAMS	This course is a leadership program to enhance employee engagement & empowerment. The objective is to encourage engagement and empowerment in the workplace by inviting leaders/employees to actively participate in a time-tested program. This active working session is designed to both identify how the playing field has changed in a leadership assignment and to develop practical techniques that will positively influence work group performance. A segment of the session will be allocated to practicing these skills and learning from real time experiences. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	432	LEADING DYNAMIC MEETINGS	This is a highly interactive workshop designed to help people lead productive and successful meetings. Participants will learn and practice the skills necessary for dynamic meetings: Planning your meeting; Starting your meeting; identifying roles & responsibilities; encouraging participation; assigning tasks; and dealing with disruptive behavior. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	433	MANAGING MULTIPLE PRIORITIES	This program provides a unique context within which each participant will gain a new perspective in managing both simple and complex tasks and projects with fixed and often limited amounts of available resources. All this within strict, customer requirements and time frames. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	434	MANAGING UPWARD	This program will examine the key elements in building a productive relationship that helps ensure mutual success. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	435	MOTIVATING THE BEST: SPARKING EMPLOYEE PERFORMANCE	This manager's workshop will explore the fascinating world of motivation what it is, what enhances it and what will maintain it at peak levels. This workshop will examine the criteria that must be met when establishing a reward system in order to engage employees, and some suggestions on the specific types of rewards and recognition that work best. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	436	MYSTERY OF DEALING WITH PEOPLE	This seminar intended for all audiences is a comprehensive and practical interpersonal skills workshop providing insight into one's behavioral style and how to read observable habit-based "clues" of others in order to enrich the quality of relationships with them. Increased self-awareness and confidence, when dealing with the daily challenges of interpersonal communication in the workplace, reduces conflict and promotes productive and effective communication. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	437	NEGOTIATION SKILLS, INTRO	This course is for any professional who wishes to enhance their negotiation skills. The class will provide skills and techniques to be effective in negotiation any situation anywhere with practical tips and examples. This course is intended for supervisors, managers, executives and any professional who wish to enhance their negotiation skills. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	438	NEGOTIATIONS SKILLS, ADVANCED	This management class picks up where Negotiation Skills Intro. class leaves off. The focus is on guided practice. Each phase of the Negotiation Process is broken down into sections. Participants role-play different scenarios applying one section of the process at a time. Participants are divided into small groups, each obtaining an observer who will offer constructive critique along with the facilitator. The last half of the day will be spent on intensive guided practice sessions moving the participants completely through the negotiation process. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	439	NEGOTIATION SKILLS FOR PROJECT PROFESSIONALS	Negotiation Skills for Project Professionals is an instructor-led, training class designed to introduce participants to the essentials and advanced tools associated with negotiating with key stakeholders and the Project Procurement Management knowledge area. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	440	OVERCOMING NEGATIVITY IN THE WORKPLACE	Negative reactions are certainly normal and can be expected from time to time. It becomes problematic when it becomes routine or pervasive in a work environment. This workshop will explore ways to turn a negative outlook to a more positive one by increasing other's awareness of the impact of their pessimistic outlook and its root cause. The reward for working through these issues is a healthier work environment and greatly enhanced productivity and collaboration. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	441	ORGANIZATIONAL SAVVY	This workshop provides the commonsense (and savvy) tools and techniques that enable us to tap into organizational politics in an effective and ethical manner. This program is designed to furnish participants with the sensitivity, skills and interpersonal acumen to navigate corporate politics so that they will be better prepared to handle them effectively and achieve the desired ethical outcomes. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	442	PRESENTATION SKILLS , INTRO	Public speaking is a necessary skill for any professional. A polished presenter will inspire confidence, fuel motivation and leave a lasting positive impression. It is a skill that distinguishes the outstanding from the average. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$2,901.76
611430	443	PRESENTATION SKILLS ,ADV	This is a class with a small group (under 10 students), allowing more individual coaching and video feedback. Course will include: Review with practice on beginning skills; Table-top delivery, guidelines for presenting with confidence, Q & A (for meetings with bonding as the main aim), effective use of body language and visual aids, mastering persuasive speaking and more. Course can be delivered in-person or virtually through a webinar format.	1 day	15	\$2,901.76
611430	444	PREVENTING JOB BURNOUT	In this class "Preventing Job Burnout" is designed to help people identify specific areas of their work that are causing them to feel overwhelmed & to provide techniques for managing burnout symptoms in a healthy manner. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	445	RESOLVING CONFLICT	Teamwork and group activities have long been focused in business to bring out the best in employees, enhance synergy and develop creative solutions to challenging tasks. This session focuses on the sources of conflict and how they can be harnessed productively without causing long-term damage to the organization and its people. Conflict will not disappear from the business landscape, but, with the right tools, it can be effectively managed to yield a positive result for all concerned. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	446	ROLE OF MANAGER AND SUPERVISOR IN EEO	EEO regulations apply to many decisions that affect employees: promotions and transfers, hiring and interviewing, evaluations and raises, discipline and job assignments. The pertinent laws and different types of discrimination will be discussed, as well as, responsibilities as a manager or supervisor. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	447	SEXUAL HARASSMENT	This customizable program is highly interactive and involves a variety of training methodologies including lectures, case studies, structured exercises, and role playing. In this program, participants examine their own perceptions and the development of those perceptions, which lead them into a greater awareness of the unique perceptions of others. Individuals learn tools necessary to gain clarity in their interpersonal communication. Participants are lead through discussions concerning friendships in the workplace, the boundary of respect and offending unintentionally. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	448	STRATEGIC THINKING AND DECISION MAKING	This course will provide the tools and techniques to devise strategic opportunities within an organization. Managers are constantly presented with the challenge of building their organization toward higher levels of quality and performance. Each business unit or department within their area of responsibility must make a visible and fiscally sound contribution to increasing organizational excellence. Participants attending this dynamic seminar learn critical skills proven effective for defining strategic vision and turning that strategic vision into operating reality. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	449	SITUATIONAL LEADERSHIP	In this class leaders learn how to tailor their approach to the individual; Choose from 4 leadership styles to adjust their interaction with employees to ensure a greater leadership effectiveness and employee success. The concept of Situational Leadership is that there is no one best way to lead a person. Consideration of a person's capability to perform a certain task, coupled with their level of motivation helps guide a leader to select the best approach in eliciting an employee's highest level of performance. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	450	STRESS MANAGEMENT	This class provides a unique, interactive learning experience that assists participants to examine positive and negative aspects of stress; Impact of stress on mental, physical emotional health; and Techniques for reducing or eliminating the negative effects of stress on personal and work performance. Participants will develop skill, insight and confidence in developing effective work plans for planning, organizing and "working smarter, not harder". Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	451	SUPERVISION 101	"You've been promoted, now what? The best way to successfully take on your new leadership role is to understand how the landscape changes and learn the skills for success. This workshop focuses on the ways your role changes, various tactics and techniques to use to effectively manage the performance of others, Communication and coaching skills, Methods of motivation, Team Building techniques, Constructive Disciplining, and Effective Documentation, Meaningful Performance Reviews. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	452	TEAM BUILDING: DEVELOPING HIGHER PERFORMANCE TEAMS	In this class, leaders will learn to understand the human dynamics of a team; foster a climate that supports and encourages team success; practice the skills that a successful team leader or coach possesses. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	453	TELEPHONE SKILLS, EFFECTIVE	This customizable program is highly interactive and involves a variety of training methodologies including lectures, case studies, structured exercises, and role playing. You will learn a variety of telephone techniques. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	454	TIME MANAGEMENT	If it just had more time How often do you say these words? Most of us experience times when we feel pressured or overwhelmed by deadlines and commitments. It doesn't have to be that way. This session leads you toward a new level of control and you will learn specific skills and attitudes to help you manage your time and become more productive by using the Time Mastery self-assessment tool. This instrument will measure you in twelve time categories, and will identify your "time strengths" as well as areas for improvement. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76



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611430	455	VALLING DIFFERENCES & CREATING AND ENVIRONMENT OF RESPECT	This session will focus on improving the level of understanding among the many unique differences that people bring to the workplace of the new millennium. We will explore: Diversity as a concept that extends beyond race, gender or religion. Diversity will be illustrated as any differences among people that separate us from one another, and in so doing, create misunderstandings and barriers that affect workplace performance and climate. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	456	WORKPLACE MORALE: SUSTAINING POSITIVE EMPLOYEE BEHAVIOR	This session will elicit the ways that an organization can sustain a higher level of morale translating into better productivity and relationships within the work group. This will be accomplished through large and small group discussion and role plays that illustrate the techniques of managing morale. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	457	MICROSOFT OFFICE OUTLOOK 2013	Microsoft Office Outlook is a two part series class. The first series provides you with the basic skills you need to start using Outlook to manage your email communications, calendar events, contact information, tasks, and notes. The second series of the course explores the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. It will provide you with the advanced skills you may need to fully and efficiently use Microsoft Outlook to manage your communications and interactions with other people. You can also use this course to prepare for the Microsoft Office Specialist (MOS) certification exams for Microsoft Outlook. Students should have completed one or more of the following courses or possess the equivalent knowledge: • Using Microsoft® Windows® 8 and • Microsoft® Windows® 8: Transition from Windows 7. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	458	Mastering Technical Writing	This course is designed to provide the student with six characteristics of effective technical documents. Objectives include learning to write clearly and concisely with an emphasis on conveying significant facts. Techniques embrace the ability to target the readers' needs and document purpose as they prepare technical communication. Students should expect to follow a structured process for planning, writing, and editing technical documents. This course provides the extensive ability to organize and present information for the greatest impact. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	459	OneNote 2010 Training and Word 2010 Advance Tips and Tricks	You will create, edit, organize, and enhance notes and also integrate them with other applications using Microsoft OneNote 2010. This course is designed for users who take notes and use automated tools to organize, share and manage the notes. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	460	Time Management/Outlook Productivity Training	In this program participants will discover and review effective ways to increase personal productivity by managing their time and attention more effectively. The content may be modified to meet the specific needs of the group. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	461	Business Writing and Grammar Refresher	Many times in business, the first impression we make on someone is through an email or other business document. Do you present your thoughts in a clear, complete, courteous and concise manner? Or are your main points scattered, ungrammatical and misspelled? In this one day workshop you will: <ul style="list-style-type: none"> Refresh your grammar and usage skills Learn how to use frequently confused and misused words Increase your knowledge of writing mechanics and style Learn when an email is appropriate Work on consistency and style Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	462	Communication Skills for Supervisors	"Our collective intelligence is better than our individual intelligence." Teamwork really does make the dream work! While teams are at the core of our success, they can also be a tremendous challenge. Today our organizations are more diverse than ever. Different cultures, generations, academic backgrounds, styles, preferences, skills and expertise are prevalent in our organizations. Leveraging these differences can be incredibly difficult. This is the leader's greatest challenge and charge. Today's experience is about leveraging differences, maximizing engagement and achieving success. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	463	The Role of the Supervisor (Moving from Staff to Supervisor)	This course will provide practical resources, tools, and methods that can be used by individuals moving from a staff member to supervisor role in the near future, or those who have just recently moved into a supervisory role. This intensive training focuses on the unique challenges managers and supervisors face every day. Participants will explore useful techniques for delegating, providing effective feedback, establishing performance standards, and coaching staff, among others. Participants will learn to develop a set of best practices for handling the supervisory issues that challenge them most. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	464	Business Acumen Training	In this two part workshop, participants will learn to understand operational goals, and marketplace competition. They will clarify strategic issues as they apply to the individuals business area. Participants will develop an understanding of their business' strengths, weaknesses, opportunities, threats and trends. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	465	Executive Presence	First Impressions: 85% of our success in business is a direct result of our personal and soft skills, while only 15% can be attributed to our education and experience. Our first impressions and mingle-ability are extremely important because they are formed in less than three seconds and it takes a lifetime to overcome a bad first impression. Learn how to create a positive and accountable workplace culture, conduct effective meetings and establish your leadership style. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	466	Managing Projects with Cross Functional Teams	With the ever-increasing outsourcing, off-shoring, and specialization efforts of today's global business environment, matrix and virtual teams are becoming the norm of project teams. Virtual teams can be advantageous to any organization when coupled with proper communication and adequate control. These team structures, however, can carry inherent disadvantages that must be successfully managed throughout the project life cycle. This one or two-day workshop will cover the challenges, potential pitfalls, best practice recommendations, and lessons learned in leading teams in a matrix environment. Participants will be introduced to the purported advantages and common constraints of the matrix organization. This will be followed by discussion and application of better (and useful) practices to capitalize on the advantages while limiting the impact of communication and control constraints in the matrix team setting. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	467	Personal Branding-How to	How do you stand out from the crowd and promote yourself in a positive manner without bragging? How do you use the Social Media Channels effectively to promote your abilities and manage your reputation? What exactly do you need to include in your Resume and where to post it to get maximum results. Do you want to take your career by the horns and lead being proactive or do you want to be told what to do and just react. How do you come across to others on a "First Impression", and do you have to undo that impression? If you want to create goals, establish priorities, determine what is right for your career and what is a blind alley, then come to this class. Can you afford not to? This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	468	Cloud Computing Overview	This course introduces Cloud computing concepts and key technologies. This course explores the evolution of Grid and Cloud computing, and provides the students with the understanding they need to make informed decisions relating to Cloud computing. This course includes a survey of Cloud security, and capacity planning. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	469	Extreme Java Training	This course provides experienced Java programmers with additional knowledge of Java features that can improve the performance, reliability, flexibility, and adaptability of their applications. You will learn about the Java Virtual Machine, Memory Management, Collections, Threads, Reflection, New I/O, Internationalization, Writing effective Java and Avoiding Pitfalls. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	470	Reading and Deciphering SQL for Auditors	This class provides an in-depth look at Standard Query Language. In this course, the student will learn to understand, create, and modify SQL queries for use during an audit. The course is independent of any particular database engine and the customer may supply a T-SQL compliant database to use in the classroom, or we can provide SQL Server as a practice platform. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
611430	471	Teamwork and Team Building	For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. This course offers the option of purchasing multiple days as needed. Course can be delivered in-person or virtually through a webinar format.	1 day	20	\$2,901.76
Virtual Courses						
611430	V1	Virtual Webinar 1 Hour	Virtual Webinar 1 Hour -- Includes all course titles available provided in virtual webinar format	1 hr	20	\$725.44
611430	V1-A	Virtual Webinar 1 Hour Additional Student	Virtual Webinar 1 Hour -- per additional student above maximum	1 hr	20	\$24.18
611430	V2	Virtual Webinar 2 Hour	Virtual Webinar 2 Hour -- Includes all course titles available provided in virtual webinar format	2 hrs	20	\$806.02
611430	V2-A	Virtual Webinar 2 Hour Additional Student	Virtual Webinar 2 Hour -- per additional student above maximum	2 hrs	20	\$48.36
611430	V4	Virtual Webinar 4 Hour	Virtual Webinar 4 Hour -- Includes all course titles available provided in virtual webinar format	4 hrs	20	\$1,450.88
611430	V4-A	Virtual Webinar 4 Hour Additional Student	Virtual Webinar 4 Hour -- per additional student above maximum	4 hrs	20	\$96.73



Course Materials					
SIN	Product Number	Product Name	Product Description	Unit of Issue	GSA Net Price
ANCILLARY	CW	Course Workbook-Workbooks for All Offered Courses (With exception of PMP Certification and Advanced and Applied Project Management)	Beacon - Course Workbook-Workbooks for All Offered Courses (With exception of PMP Certification and Advanced and Applied Project Management)	EA	\$25.19
ANCILLARY	PMCW	Project Management Course Workbook-Advanced and Applied Project Management Course Workbook	Project Management Course Workbook-Advanced and Applied Project Management Course Workbook	EA	\$151.13
ANCILLARY	PMPCW	PMP Certification Course Workbook-PMP Certification Exam Prep Course Workbook	PMP Certification Course Workbook-PMP Certification Exam Prep Course Workbook	EA	\$125.94
ANCILLARY	ADD	Optional Add. Assessments & Instruments-Optional Assessments and Instruments for Standard Courses and Advanced Courses	Optional Add. Assessments & Instruments-Optional Assessments and Instruments for Standard Courses and Advanced Courses	EA	\$25.00 -\$100.00
ANCILLARY	PMSOFT	Project Mgmt. Course Software License-Advanced and Applied Project Management Course Software License for Template	Project Mgmt. Course Software License-Advanced and Applied Project Management Course Software License for Template	EA	\$161.21
ANCILLARY	VIDREN	Video Rental -Optional Video Rental to enhance course curriculum. Inclusion of the Video Rental in the course curriculum will be based on the discretion of the Client and the Instructor.	Video Rental -Optional Video Rental to enhance course curriculum. Inclusion of the Video Rental in the course curriculum will be based on the discretion of the Client and the Instructor.	EA	\$251.89
ANCILLARY	eBook	eBooks - eBooks for All Offered Courses	Beacon - eBooks - eBooks for All Offered Courses	EA	\$25.00