



# GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

*Authorized Federal Supply Schedule Price List*

Professional Services Schedule (PSS)

# innolect®

**Contract Number: GS-00F-004GA**

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**Contract Period: October 1, 2016 – September 30, 2021**

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

**Contractor:** INNOLECT, INC  
1004 Palmyra Dr.  
Fort Mill, SC 29708

**Business Size:** Small, Woman Owned Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

**Telephone:** (803) 396-8500  
**FAX Number:** (864) 626-9166  
**Web Site:** [www.innolectinc.com](http://www.innolectinc.com)  
**E-mail:** [AngelaS@innolelectinc.com](mailto:AngelaS@innolelectinc.com)  
**Contract Administration:** Angela Scofield

## CUSTOMER INFORMATION

**1a. Special Item Numbers (SIN) awarded:**

SIN	Recovery	SIN Description	Pages
874-1	874-1RC	Integrated Consulting Services	7-10
874-4	874-4RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration	11-23

**1b. Lowest Price model number and lowest unit price:**

SIN 874-4	AISI – Advocacy/Inquiry Skills Inventory	\$9.02
	Listener Preference Profile (paper version)	\$9.02

**1c. Hourly rates and description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services:** See Labor Category Descriptions on pages 9-10

**2. Maximum Order:** \$1,000,000.00

**3. Minimum Order:** \$100.00

**4. Geographic Coverage (delivery Area):** Domestic and Overseas

**5. Point of Production:** Same as company address

**6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted).

**7. Quantity discounts:**

Products	Price offered to GSA (with IFF)	Price offered to GSA with IFF)	Price offered to GSA (with IFF)
	1 item	10-99 items	100+ items
<b>Books</b>			
21 Days to Smarter Listening	\$13.56	\$13.29	\$12.89
Leadership Coaching: The Fast Track to Effectiveness	\$19.90	\$19.51	\$18.91

Listen Up! Second Edition	\$14.46	No additional discount	No additional discount
Be Your Own Coach: Pathways to Possibility	\$12.65	No additional discount	No additional discount
Winning by Thinking Around	\$11.74	\$11.52	\$11.16
<b>Tools</b>			
Listening Leader: Tips for Listening	\$19.90	\$19.51	\$18.91
OutsideIN – Tips for Building an Engaging and Inclusive Environment	\$19.90	\$19.51	\$18.91
Zoom to the Power of 10 card deck	\$22.62	\$22.18	\$21.50
Zoom Toolkit	\$90.63	No additional discount	No additional discount
<b>Assessments</b>			
AISI – Advocacy/Inquiry Skills Inventory	\$9.02	\$8.12	\$7.22
Communications Preference Profile	\$13.10	11.36	10.48
Listener Preference Profile (paper version)	\$9.02	\$8.15	\$7.21
Listener Preference Profile (digital version)	\$14.46	\$12.73	\$10.85
Watson Barker Listening Test	\$272.03	No additional discount	No additional discount
Watson Barker Listening Test (Answer Sheets)	\$34.42	No additional discount	No additional discount

- 8. Prompt payment terms:** Net 30 days
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$2,500
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (14 days):** Specified on the Task Order
- 11b. Expedited Delivery:** Contact Contractor

**11c. Overnight and 2-day delivery:** Contact Contractor

**11d. Urgent Requirements:** Contact Contractor

**12. F.O.B Points(s):** Destination.

**13a. Ordering Address(es):** Innolect Inc., 1004 Palmyra Dr., Fort Mill, SC 29708

**13b. Ordering procedures:**

Scheduling: Please schedule training course or consulting services at least 14 days prior to the requested delivery date.

Travel Costs and Expenses: Prices listed do not include travel costs and expenses for consultants.

Information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

**14. Payment address(es):** Innolect Inc., 1004 Palmyra Dr., Fort Mill, SC 29708

**15. Warranty provision.:** Contractor's standard commercial warranty.

**16. Export Packing Charges:** N/A

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor

**18. Terms and conditions of rental, maintenance, and repair:** N/A

**19. Terms and conditions of installation:** N/A

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A

**20a. Terms and conditions for any other services:** N/A

**21. List of service and distribution points:** N/A

**22. List of participating dealers:** N/A

**23. Preventive maintenance:** N/A

- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/)**
- 25. Data Universal Numbering System (DUNS) number: 020191941**
- 26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered**

## INTRODUCTION TO INNOLECT

**Who we are.** Innolect is a global leadership and organizational development firm that prepares leaders and their teams to succeed in the workplace of the future. Using a zoom perspective and a portfolio of proprietary resources, we design and facilitate strategies that accelerate enterprise-wide agility and productivity. We build the talent and capacity required in today's global, interconnected and disruptive marketplace. For over 30 years, Innolect consultants have developed a client base of Government Agencies, Fortune 500 and mid-market corporations spanning diverse industries. Innolect's consultant team is experienced in designing and delivering *award-winning* practical and collaborative solutions. Our methods are grounded in field-tested research and current thinking about how to prepare and build organizations ready to adapt to future needs. An internationally recognized senior consultant team of authors, thought leaders and executive development program developers, We LISTEN first!

**What we do.** Innolect consultants, facilitators, executive coaches and trainers **Equip and Develop Leaders** who *think differently, solve problems, navigate complexity and achieve performance results immediately*. As *Change Guides*, we prepare leaders to navigate a range of organizational changes, from new competencies and new business imperatives, to transitioning to a client centric business model, to building seamless global teams. Today's marketplace calls for leaders who can build and motivate cross-departmental or cross-border teams, while honoring diversity and inclusiveness. These skills are important whether modernizing traditional, top-down hierarchies, or elevating agile, collaborative organizations to new phases of productivity.

### **What Differentiates Innolect...Innovative Intelligence® and Adult Development Framework**

Innolect designed and implements a proprietary **Innovative Intelligence® Model**, which is the foundation of all our services and products. A dynamic set of capacities and tools, it increases the potential for lasting results. For our consultants, it provides a framework in which to probe issues effectively and diagnose key areas for change. Guiding an integrated approach, it ensures all the critical elements for learning and change are tied to business objectives and strategy.

With a solid theoretical and conceptual foundation in business, applied behavioral sciences, social psychology, organization development and adult learning, **Innovative Intelligence®** is a sophisticated approach to learning and change that triggers the inherent curiosity, creativity and courage of individuals and organizations. Using **Adult Development Theory** to broaden leaders' perspectives, they gain understanding of the stages of transformation that are possible and are given a new, bigger lens through which to see themselves, their teams and the enterprise.



## GSA AWARDED LABOR CATEGORIES, TRAINING COURSES AND SUPPORT PRODUCTS

The rates are inclusive of the Industrial Funding Fee (IFF) of 0.75%

### SIN 874-1: Integrated Consulting Services

When clients need consulting support to transform their organizations, Innolect offers the experts from our **Strategic Change and Consulting Services Practice**. What makes our approach unique is the way we think *together* with clients to address business challenges. Using **Innovative Intelligence**<sup>®</sup> capacities and tools, our consultants increase the potential for lasting results. As trusted advisors, we apply a proven framework to probe issues and diagnose key areas for change. The integrated approach ensures that all the critical elements for learning and change are tied to strategic objectives and outcomes. Our consulting services include:

#### Growing Leaders

- Executive assessment and development
- Executive onboarding & coaching
- Transformational communication & listening
- Succession readiness and presence
- Virtual leadership and management



#### Growing Teams

- **Excursion Learning**<sup>®</sup> events
- Critical meeting design and facilitation
- Team development and learning
- Virtual team development
- New Team Quick Start Process



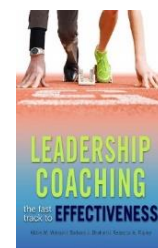
#### Growing Creative, High Integrity Workplaces

- Workplace design, culture and strategy
- Executive decision analysis & priorities
- Design thinking and **Innovative Intelligence**<sup>®</sup> methods for global organizations
- Strategic change and organizational learning



#### Executive and Leadership Coaching

Innolect views coaching as a developmental process that leads to individual growth and change, and even transformation. We engage only credentialed executive coaches with a minimum of fifteen years of experience and who have a demonstrated track record working with executive and enterprise-wide leaders. Focused on inquiry rather than



advocacy, our coaches use questions to gain insight and self-awareness before establishing development goals for desired outcomes.

Innolect coaches collaboratively explore various organizational challenges and apply non-traditional learning approaches to enhance learner strengths, agility and adaptive mindsets. Each leader gains “big picture” perspectives to see the world anew and develop meaningful and productive insights. We encourage deliberate practice to learn new skills and build/enhance capabilities. Innolect offers face-to-face, virtual and blended coaching engagements. Leaders interview two to three potential coaches and select who is best suited to their goals and objectives. Each engagement includes an intake interview, targeted assessments with feedback as well as an Individual Development Plan.



## Labor Categories

Labor Category	Minimum Education / Certification Level	Minimum Years of Experience	Contractor or Customer Facility or Both	Domestic or Overseas	Unit of Issue	GSA Price (including IFF)
Principal Consultant	PhD	20	Customer Site	Both	Per Hour	\$382.87
Senior Consultant	PhD	15	Customer Site	Both	Per Hour	\$358.94
Consultant	Master's Degree	10	Customer Site	Both	Per Hour	\$239.29
Project Manager/ Analyst	Master's Degree	5	Customer Site	Both	Per Hour	\$89.73



## Labor Category Descriptions

### Principal Consultant

Specialize in multiple areas of expertise in executive and leadership development, organizational development, business strategy, etc. Applies theoretical and applied understanding of Leadership complexity issues including: immediate priorities, tactical requirements, style questions related to peers and supervisors. Performs architectural planning to build-out a division or total organization. Analyzes teams to determine optimal structure, competencies, and leadership; Strategic planning to stay ahead of emerging business trends; Cultural analysis to align strategy, people, and processes; High-priority change initiatives. Performance systems to develop internal capability and rewards; Coaching options for building a strong leadership team. Expertise in training others in Innolect's proprietary Innovative Intelligence® consulting model, assessment and organization development tools and methodologies.

**Education Requirements:** Ph.D. plus 20 years of experience; could be substituted for Master's plus 25 years of experience

**Minimum Years of Experience:** 20

### Senior Consultant

Specialize in multiple areas of expertise in executive and leadership development, organizational development, business strategy, etc. Oversees each client project. Clarifies the purpose and process for each component of work related to the engagement. Helps identify and secure consultant resources. Describes the current situation and desired future state – what Innolect is doing and why. Based on analysis, makes recommendations for improvements. Provides organizational history, background of the client process owner and key organizational players to the Project Manager. Often provides coaching for the senior client leader. Periodically visits the client to assess satisfaction level. Offers a fresh perspective and innovative insights. Provides client profile information and updates on a quarterly basis. Performs high level consultant work. Expertise is Innolect's proprietary Innovative Intelligence® consulting model, assessment and organization development tools and methodologies. Serves as Master Facilitator / Senior Trainer.

**Education Requirements:** Ph.D. plus 15 years of experience; could be substituted for Master's and 20 years of experience

**Minimum Years of Experience:** 15

## Consultant

Consultants work as part of the engagement team and are contracted for expertise in one of more areas of leadership and organizational development. Viewed as a subject matter expert in at least one area. Consultants must be able to: deploy the Innovative Intelligence<sup>®</sup> Consulting Approach, apply Innovative Intelligence<sup>®</sup> practices I<sup>2</sup> Competencies and understand and operate with stages of adult development approach.

**Education requirements:** Master's degree plus 10 years of experience; could be substituted for Bachelor's with 15 years of experience

**Minimum Years of Experience:** 10

## Project Manager/Analyst

Creates a project map/plan with milestones, hard dates, and deliverables. Identifies resource needs and collaborates with Engagement Leader to select Consultant resources for the Projects. Identifies clerical and administrative support early in the project and clearly specifies priorities for their use. Keeps the number of persons communicating directly with the support group to a minimum to avoid confusion and conflicting communication. Schedules and conducts a conversation with members of project team to ensure clarity. Provides quality checks (does not assume they will be made automatically). Builds them into the work plan and budgets for them up front. The Project Manager is directly involved in all phases of the quality process. Keeps communication seamless with the client and involves the client at all appropriate steps along the way. Builds a collaborative relationship with the client so that when and if crises/emergencies arise, the client contact is more receptive to process and/or content changes/revisions. Provides constructive feedback to all Consultants involved in the engagement. Listens to the client, team, support staff, and all employees and solicits feedback when it isn't offered. Ensure knowledge transfer occurs – makes sure all documents and materials are sent electronically to Innolect headquarters and filed appropriately. Writes project summary. Conducts a debriefing session with all members of the Innolect team once the engagement is completed. Leads a lessons learned session upon project completion to discuss what went well and what could have been done better? What would we do differently next time?

**Education requirements:** Master's degree and 5 years of experience; may be substituted with Bachelor's degree and certification in Project Management with 7 years of experience

**Minimum Years of Experience:** 5

## SIN 874-4: Training Services

Innolect learning solutions and design frameworks are anchored within an exclusive design communication and listening framework. Since the early 1980s, the Innolect communication and listening framework has been used to develop and facilitate initiatives to improve and effectively build a broad range of capabilities. Our award-winning training and learning solutions are based on sound academic principles and extensive experience in a variety of organizations.

Innolect is known for designs and learning events that integrate fresh, innovative approaches and trademarked technologies to engage and support adult learning and development. Innolect instructional designers and facilitators utilize our proprietary technologies or design new customized solutions to:



- Apply highly interactive instructional strategies to engage participants and to maximize long-term retention.
- Create an open, non-threatening learning environment.
- Incorporate blended-learning techniques to keep learning fun and meaningful.
- Apply “learn by doing” principles and strategies.
- Deliver personalized feedback using time-tested assessment tools, case studies and role-play exercises.
- Integrate accelerated learning to maximize skill transfer.
- Align requirements of the client system to learning design and approach.
- Consider options for engaging learners where and how they “live.”



## Training Courses

Course Title	Course Length	Minimum Participants	Maximum Participants	Contractor or Customer Facility or Both	Domestic or Overseas	Unit of Issue	GSA Price (incl. IFF)
Listening Leaders	1/2 day	8	20	Customer Site	Both	Per Course	\$2,267.00
Myers Briggs	1/2 day	8	20	Customer Site	Both	Per Course	\$2,267.00
Communication Best Practices	1 day	8	20	Customer Site	Both	Per Course	\$3,627.20
Creativity and Innovation	1 day	8	20	Customer Site	Both	Per Course	\$3,627.20
Excursion Learning	1 day	8	20	Customer Site	Both	Per Course	\$3,627.20
Strategic Change Management	1 day	8	20	Customer Site	Both	Per Course	\$3,627.20
Team Building	2 days	8	20	Customer Site	Both	Per Course	\$7,254.41

## Description of Courses

### LISTENING LEADERS

*"Today's successful leaders will work diligently to engage others in their cause. Oddly enough, the best way, by far, to engage others is by listening—seriously listening—to them. If talking and giving orders was the . . . model of the last fifty years, listening . . . is the model of the [1990's] and beyond."*

**- Tom Peters, Thriving on Chaos**

Business professionals are trained least in the communication skill they use most: LISTENING. Listening mistakes cost organizations valuable time and money. Too many people take short cuts when it comes to listening by faking attention, rehearsing a response, or fading in and out of conversations, oral reports, and instructions. Unfortunately, information missed today

affects job performance tomorrow. Today's professionals realize the power of listening and use strategies to position themselves to influence others.

**Innolect's Listening Leaders** workshop is designed to improve the listening skills of employees within your organization. Participants overcome poor listening habits so that they can learn what customers, employees, and bosses truly need. Providing an opportunity for self-assessment, new knowledge, and skill practice, the workshop uses specific on-the-job situations, exercises, and examples to help participants learn new skills.

**Results:**

- Develop new, practical skills and techniques to improve listening.
- Learn how to avoid listening mistakes, breakdowns and misunderstandings.
- Maximize your personal listening power quotient.
- Learn how to get other people to listen more effectively.
- Diagnose individual listening preferences, barriers, and habits.
- Use OPEN-CHECK-CLOSE listening strategies to manage conflict.

**MYERS-BRIGGS**

*"We cannot safely assume that other people's minds work on the same principles as our own. All too often, others with whom we come in contact do not reason as we reason, or do not value the things we value, or are not interested in what interests us."*

**- Isabel Briggs Myers**

Leaders, managers and coworkers are required to understand, communicate and collaborate to work effectively together. This highly interactive and experiential approach using the Myers-Briggs Type Indicator allows participants to gain personal insights as individuals and teams. Participants learn about and how to appreciate communication differences as a way to better understand how to work more effectively as individuals and teams to increase effectiveness and productivity.

**Innolect's Myers-Briggs** workshop helps participants gain insights to communicate more effectively with bosses, co-workers, and clients. Through self-assessment, customized exercises, and peer to peer feedback, participants return to the workplace able to apply the new MBTI framework with their co-workers and team members with a common communication approach. The skills learned and insights gained are designed to increase their ability for participants to share information, handle difficult conversations, and to enhance and engage others more productively.

**Results:**

- Increase self-awareness using MBTI.
- Learn to appreciate team member differences.

- Work more effectively together as a department using MBTI frameworks and insights.
- Bring to life, solidly and vividly, the real utility of the MBTI instrument in business settings, and to demonstrate the potential value of the Indicator.
- Introduce people to the full power and complexity of this highly reliable, valid instrument, and to enable them to develop respect for its application within government agencies.
- Increase collaboration and the positive use of differences.
- Apply learnings to work situation.

## COMMUNICATION BEST PRACTICES

*“The greatest danger in times of turbulence is not the turbulence – it is to act with yesterday’s logic.”*

- **Peter Drucker**

Today, we communicate faster, more often and across several different channels throughout the day. There is pressure to respond immediately. And, to make matters worse, personal and work communications are often times colliding. It is therefore imperative that we think differently about incoming and outgoing information and our responses to maintain optimal efficiency and effectiveness. Since barriers to effective communication exist at multiple levels, it is important for organizations to be proactive in identifying and correcting practices that lead to miscommunication. The current pace and complexity within organizations challenges us with generational conflict, nonstandard messaging, virtual missteps, rushed or inattentive interactions during hand-off or transfer, breaches in confidentiality and poor coordination. Leaders complain about poor or nonexistent communication among professionals. They experience the adverse impact on customers, employees and productivity. Improving effective interactive communication practices strengthens cultures of collegiality, enhances professional satisfaction, improves engagement scores and performance as well as reduces the likelihood of litigation. Since effective communication is the foundation for successful organizations, it is critical to build and use best practices.

Innolect’s **Communication Best Practices Workshop** is designed to help leaders navigate the changing communication landscape. Through self-assessment, customized exercises, and peer to peer feedback, participants return to the workplace with communication best practices, tools and methods to improve the effectiveness of themselves and their teams. Innolect facilitators deliver a unique, highly interactive workshop using case studies, experiential approaches and instructional strategies to engage participants and to maximize long-term results.

### Results:

- Reinforce the importance of clarifying the purpose for each communication event.
- Learn the keys to creating and expressing clear, simple, memorable messages.

- Identify listening preferences and learn ways to use and adapt to differing channels, diverse/generational employees, virtual settings, and other communication challenges.
- Gain tips and techniques for building effective global/virtual communication assets and relationships.
- Practice simplifying, developing concise messages, handling questions and adapting responses to different audiences and situations (non-technical, cultural and listening preferences, difficult, etc.)

## CREATIVITY AND INNOVATION

*“. . . why be creative? I can think of two important reasons. The first is change. When new information comes into existence and circumstances change, it's no longer possible to solve today's problems with yesterday's solutions. . . . A second reason for generating new ideas is that it's fun.”*

*- Roger von Oech, A Whack on the Side of the Head*

Now more than ever before, being competitive means staying ahead of the pack in quality and innovation. To prepare for the future, organizations must move from the philosophy of “that idea will never work” to one of “how can we make that idea work?” Businesses must capitalize on employee thinking processes, knowledge, and creativity.

**INNOLECT'S Creativity and Innovation** workshop is designed to help participants discover and develop their personal creativity by finding new applications for old ideas and giving an extra edge to new ones. Employees return to the workplace energized to produce and implement ideas, inventions, concepts, and solutions. The workshop provides techniques for exercising a more creative mind and teaches participants how to unlock their brain, look beyond the first right answer, and discover their personal creative talent.

### Results:

- Recognize behaviors in yourself and others which inhibit creativity.
- Understand right brain versus left brain thinking.
- Practice unlocking your mind and your creative talent.
- Learn how to solve problems creatively by looking beyond the first right answer for creative solutions.
- Identify existing personal paradigms as well as paradigm shifts.

## EXCURSION LEARNING

These customized experiences equip executive and employee participants with leadership tools and new relationships to use within teams back on the job. Leaders learn what it means to play to one's strengths, access individual coaching practices, receive successful coaching and plan for future goal-setting. Using engaging, fun activities and programs, master facilitators forge the link between achieving goals and excursion experiences. Innolect's "Win with Play" Excursion Learning event uses golf to make powerful applications to work environments. Participants learn how to play to their strengths, improve team dynamics, set goals, and strategize to maximize performance and plan for the future. Other customized events include:

- Sustainable Legacies' Sole Hope (non-profit experience)
- Sustainable Legacies' In Your Own Backyard (non-profit experience)
- The Great Escape
- Discover Your Horsepower
- Collaborative Art
- Back to the Future
- Navigating Organization Whitewater
- Team Turbo Charge
- Driven to Perform

Companies invest millions of dollars in teambuilding and off-sites each year. Yet over 50% of employees who attend these events report no direct impact on improving work performance or effectiveness. *Excursion Learning<sup>SM</sup> is different.* These customized experiences equip executive and employee participants with leadership tools and new relationships to use within teams back on the job. Using engaging, fun activities and programs, master facilitators forge the link between achieving goals and excursion experiences. Leaders and executives learn when and how teams perform better than individuals working alone. Participants learn to partner across job titles and functional responsibilities, eliminating silos and tearing down barriers to change. Plus – it's fun!

**Going Green: Play to Win:** This excursion learning experience uses the "golf coach" metaphor to help leaders learn proven coaching skills and apply powerful coaching principles to drive the development of their own teams. Like executives, professional golfers are already experts, yet are never satisfied with their "games." Since professional golfers are compensated in direct proportion to how well they play, top golfers seek coaches who can "shave a few strokes off their rounds. This high-impact, experiential "Golf Clinic" provides targeted coaching for high performance while actually improving participants' golf games. Designed for executives who want to accelerate the development of key members of their teams, participants are coached through nine-holes of golf after being divided into three groups according to skill level – drivers (professionals), pitchers (amateurs) and putters (weekend duffers).



## STRATEGIC CHANGE MANAGEMENT

*“The greatest danger in times of turbulence is not the turbulence – it is to act with yesterday’s logic.”*

- **Peter Drucker**

Leaders are experiencing consistent change, uncertainty, and unpredictability. Similar to navigating a whitewater river, just when leaders and managers think they have negotiated the last Class IV rapid, they hear the sounds of another rapid or change ahead. As leaders, it is often difficult to know how to collaborate together efficiently, respond to questions from direct reports and/or to consider options for themselves. Instead of focusing on “what ifs” or fearing what might be around the next bend, savvy leaders focus on their present business goals, making their numbers, and fortifying for next steps. To lead change effectively, business executives and their organizations must work smarter and better than ever before simply to keep up with market changes.

Today’s organizations call on leaders who can build and motivate cross-departmental or cross-border teams, while honoring diversity and inclusiveness. These skills are important whether modernizing traditional, top-down hierarchies, or elevating agile, collaborative organizations to new phases of productivity.

Innolect’s **Strategic Change Management Workshop** is designed to help leaders navigate change using field-tested, research grounded approaches to succeed in the changing workplaces of the future. Using a zoom perspective and a portfolio of resources, we offer strategies that accelerate enterprise-wide agility and productivity.

Through self-assessment, customized exercises, and peer to peer feedback, participants return to the workplace with a roadmap for change. Innolect facilitators deliver a unique, highly interactive workshop using case studies, experiential approaches and instructional strategies to engage participants and to maximize long-term results.

### Results:

- Explore how to manage and navigate change to determine how to stay in and/or get back in “boat” after a capsizing, hitting a rock, etc.
- Learn how to assess transformation potential and engage the 6-Change Model.
- Deepen competencies and develop skills needed to successfully lead complex change in three leadership domains: total system, work teams, and self.
- Build competency as Strategic Change Leader.

## TEAM BUILDING

*From the beginning of time people have formed groups. Groups provide the basis for family living, protection, waging war, government, recreation, and work. Group behavior has ranged from total chaos to dramatic success, but it is increasingly evident that groups enjoy their greatest success when they become more productive units called TEAMS.*

*– Robert Maddux, In Search of Excellence*

It isn't enough to have individual knowledge and expertise--successful employees must be able to coordinate their efforts with other organizational players. Managers, supervisors, and professionals who recognize the importance of effective human relations skills are essential to developing successful work teams.


**INNOLECT'S Team Building** workshop shows employees how to create successful teams and work better together. Through the use of customized exercises, case studies, role plays, and simulations, participants will learn how to build team relationships by learning how to communicate, listen, and manage conflicts more effectively.

### Results:

- Diagnose personal attitudes and behaviors.
- Distinguish between groups and teams.
- Learn techniques for developing roles and norms.
- Discover greater flexibility in decision-making.
- Manage conflict and use conflict to generate ideas.
- Build team trust and cooperation among team members.



## Products

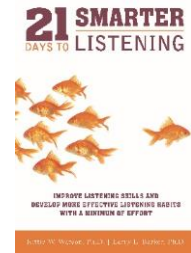
Support Item		Time of Delivery ARO	Contractor or Customer Facility or Both	Domestic or Overseas	Unit of Issue	GSA Price (including IFF)
<b>Books</b>						
	21 Days to Smarter Listening	14 days	Both	Both	Each	\$13.56
	Leadership Coaching: The Fast Track to Effectiveness	14 days	Both	Both	Each	\$19.90
	Listen Up! Second Edition	14 days	Both	Both	Each	\$14.46
	Be Your Own Coach: Pathways to Possibility	14 days	Both	Both	Each	\$12.65
	Meditation Techniques for Stress Management	14 days	Both	Both	Each	\$11.74
	Winning by Thinking Around	14 days	Both	Both	Each	\$11.74
<b>Tools</b>						
	Listening Leader: Tips for Listening	14 days	Both	Both	Each	\$19.90
	OutsideIN – Tips for Building an Engaging and Inclusive Environment	14 days	Both	Both	Each	\$19.90
	Zoom to the Power of 10 card deck	14 days	Both	Both	Each	\$22.62
	Zoom Toolkit	14 days	Both	Both	Each	\$90.63
<b>Assessments</b>						
	AISI – Advocacy/Inquiry Skills Inventory	14 days	Both	Both	Each	\$9.02
	Communications Preference Profile	14 days	Both	Both	Each	\$13.10
	Listener Preference Profile (paper version)	14 days	Both	Both	Each	\$9.02
	Listener Preference Profile (digital version)	14 days	Both	Both	Each	\$14.46
	Watson Barker Listening Test	14 days	Both	Both	Each	\$272.03
	Watson Barker Listening Test (Answer Sheets)	14 days	Both	Both	Each	\$34.42

## Product Descriptions

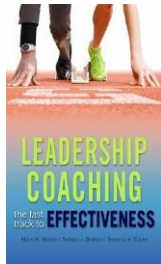
### Books

#### 21 Days to Smarter Listening

Designed for team members, managers and executives to learn and apply new tips to improve their listening skills. This 50-page booklet features field-tested, easy-to-understand tips that readers can put into practice.



#### Leadership Coaching: The Fast Track to Effectiveness

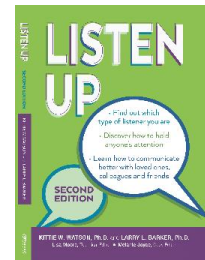


Today's new corporate leaders often face assignments with rigorous expectations, changing economic conditions, increasing competition and global uncertainty with little or no focused development. Considering options for leadership development, coaching is widely recognized as the most efficient and effective development option available. Leadership Coaching: The Fast Track to Effectiveness, answers key questions and describes principles and processes to ensure you make the most of your coaching investment.

#### Listen Up! Second Edition

Anyone who wants to be more successful at work or at home will find important, new advice in Listen Up. This ground breaking book explains:

- How to use the power of listening to gain what you want from any conversation
- The four basic styles of listening
- Why people tune out and how to hold their attention
- How to listen across genders and generations
- How to avoid misunderstandings and increase productivity by better listening.

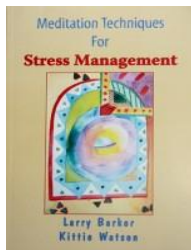


#### Be Your Own Coach: Pathways to Possibility

Offers thought-provoking exercises, self-assessments, and valuable tools to help get more out of work and relationships.



#### Meditation Techniques for Stress Management

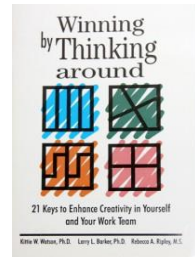


For a number of reasons, meditation tends to be overlooked as a potential tool for stress reduction. The many benefits of the practice can be obscured by its reputation as a “touchy-feely”, spiritualistic practice. This image of meditating has, unfortunately, discouraged many people who could potentially benefit from utilizing some of the host of meditation techniques available from learning meditation and trying it out.

This book will support those who have been curious about meditation, but are unsure of how to get started. Our hope is to encourage those who have not seriously considered meditation as a means to greater peace of mind to explore its possibilities. Finally, we hope that the book will offer opportunities, through the practice of meditation, to help readers enhance their sense of calm, relaxation and well-being.

## Winning by Thinking Around

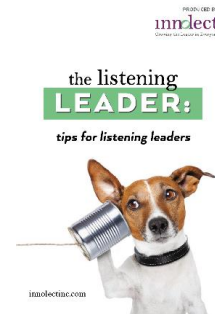
Designed for team members, supervisors, managers, and executives who want to improve their thinking skills. This 50-page booklet features field-tested, easy-to-understand tips that readers can put into practice immediately. Divided into 21 brief sections, each section can be read in 60 seconds or less.



## Tools

### Listening Leader: Tips for Listening

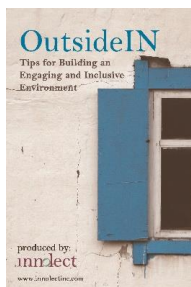
This guide provides tips to help leaders and employees listen more effectively. It includes tools and techniques to help balance inquiry and advocacy. Learn about listener preferences, how to adapt to differing preferences and be reminded of typical listening breakdowns. Gain insight about how to use Innolect's "best practice" listening strategies. Divided into four sections, the guide provides tips to practice personally as well as professionally.



1. Inquiry Tools
2. Feedback Tools
3. Tips for Listening Improvement
4. Quick Reminders

The guide is ideal as a "take-away" after listening and communication workshops. The desk top design allows for quick, easy reference.

### OutsideIN – Tips for Building an Engaging and Inclusive Environment



Flip-focus guidebook designed to help leaders, facilitators, and team members engage individuals and teams at all levels of the organization by offering specific tips that build a more inclusive environment.

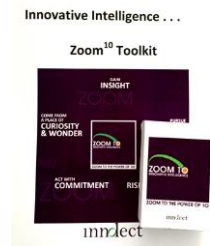
- Decision Making
- Facilitation and Presentations
- Team Member Integration
- Employee Development and Coaching
- Stereotype-free Communication

### Zoom to the Power of 10 card deck

Powerful set of question cards to promote fresh thinking and mindful action. These cards help leaders DIVERGE (Zoom Out) and CONVERGE (Zoom In) when facing new and/or complex challenges. A tool to stimulate new thinking and creative insight.



## Zoom Toolkit



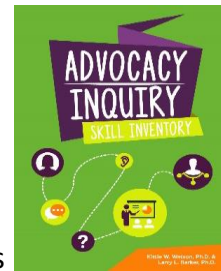
Especially with the need for “speed” in today’s fast-paced work environments, many leaders rely on methods and tactics that have worked for them in the past. While nothing is wrong with using methods that work, today’s challenges and opportunities often require new ways of discovery and exploration. We believe that taking steps to stimulate new thinking – slowing down – provides the platform for creative insight – going fast – with greater confidence and success later. This Toolkit includes tools and strategies to promote “fresh thinking” as well as mindful and intentional practices. Most of these

approaches can be implemented within 30 minutes or less. Using these tools will result in deeper clarity, wiser relationships, and more creative practices with greater team integrity. This toolkit provides options to enhance and build innovative intelligence practices when forming teams, generating new ideas and tackling business challenges. Includes Zoom to the Power of 10 cards.

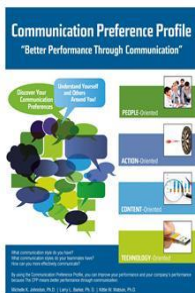
## Assessments

### AISI – Advocacy/Inquiry Skills Inventory

Assess your preference for using advocacy and inquiry communication skills. Learn how initiating communication, being direct, comprehending others, and respecting other’s preferences can help or hinder relationships with others. The AISI is easy to use and has been administered to government, utility, pharmaceutical, and insurance industry employees. Participants quickly score and receive immediate feedback on their preferences for using advocacy and inquiry skills. The facilitator guide provides trainers, consultants and individuals with a better understanding of Advocacy and Inquiry behaviors. It provides details on how the AISI was developed and validated and how to best administer it. Learn how to incorporate the inventory in communication, management, and leadership workshops.



### Communications Preference Profile



Would you like to improve your performance at the office? Do you wonder why there are daily breakdowns between individuals, groups, and generations when trying to accomplish your goals?

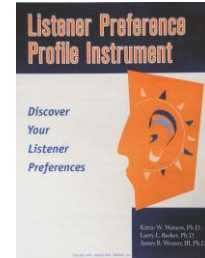
The all-new Communication Preference Profile is a quick and easy inventory that identifies four habitual communication styles: People, Action, Content, and Technology. After answering the 20 questions, you will learn about your strengths as a communicator and your opportunities for improvement.

This inventory is also useful when taken with your work team. Your team will learn about each other’s communication strengths (and challenges) and how to work together more effectively to accomplish its team and organizations’ goals.

The twenty- item, self-contained format allows for easy administration. Self-scoring answer form, preference grid, and interpretation sheet provide participants with immediate feedback about communication preferences.

### Listener Preference Profile (paper version)

Used and field-tested with thousands of people across the country, the LPP identifies four habitual listening responses: People-, Action-, Content-, and Time-oriented. The twenty item, self-contained format allows for easy administration. Self-scoring answer form, preference grid, and interpretation sheet provide participants with immediate feedback about listening preferences. Paper version.



### Listener Preference Profile (digital version)

Used and field-tested with thousands of people across the country, the LPP identifies four habitual listening responses: People-, Action-, Content-, and Time-oriented. The twenty item, digital format allows for easy administration. Immediate feedback about listening preferences is provided. (Digital format)

### Watson Barker Listening Test



The WBLT assesses listening comprehension and measures five types of interpersonal listening skills: 1. evaluating message content 2. understanding meaning in conversations 3. understanding and remembering information in lectures 4. evaluating emotional meaning 5. following instructions and directions.

Discover participant abilities to follow instructions, remember key ideas, understand lectures, understand interactions, and evaluate information.

The WBLT's video format involves participants in realistic on-the-job listening and includes audio and visual stimuli and various regional dialects. It simulates listening to televised messages as well as live interactions (no professional actors or actresses are used). WBLT Video Form E & F – Includes one DVD (each form requiring 40 minutes to administer), facilitator guide, and 20 self-scoring answer sheets.

### Watson Barker Listening Test (Answer Sheets)

Additional answer sheets for the Watson Barker Listening Test. The WBLT assesses listening comprehension and measures five types of interpersonal listening skills: 1. evaluating message content 2. understanding meaning in conversations 3. understanding and remembering information in lectures 4. evaluating emotional meaning 5. following instructions and directions.

**Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule (PSS) Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.