



2018 Course Catalog Federal Edition



*A Veterans Administration certified
Service-Disabled, Veteran Owned Small Business since 2008*

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Introduction to Leadership Solutions Associates



This year Leadership Solutions Associates, LLC (LSA) is celebrating our 10th Anniversary. Since 2008 we have provided quality and affordable training to federal, private and non-profit sector leaders and employees.

In our 2018 federal catalog you will see training arranged into categories for ease of determining your need. These categories are outlined on the table of contents page and reflect our most in-demand offerings as of this year.

LSA is a properly registered Federal contractor in the System for Awards Management (SAMS). We accept government purchase card (GPC) or iRapt (formerly WAWF) as payment from our Federal customers. A complete list of our capabilities is listed within this catalog to include our global insurance coverage for federal organizations out of the continental United States (OUTCONUS).

With LSA you can schedule both your mandatory and elective training with a high-degree of confidence. We are affordable, professional and current. Our training includes the full line of the Everything DiSC-based product line assessments when applicable.



Training Powered by Wiley Publishing's Everything DiSC®

Many of our training courses at LSA include Wiley Publishing's Everything DiSC® line of assessments. What are Everything DiSC assessments?

The Everything DiSC line of assessments are personal development instruments that measure an individual's tendencies and priorities in the workplace. It is designed to support a person's understanding of his or her work-related behaviors, the behaviors of others, and how to apply this knowledge in work situations.

The ultimate goal of the Everything DiSC line of products is to take wisdom about interpersonal dynamics that has been developed through psychological research and theory and help people use this knowledge to improve their relationships and performance in a variety of diverse contexts.

Most importantly, the Everything DiSC assessments are written for non-technical, general audience, rather for a clinical, industrial-organizational, or academic audience. These instruments meet industry and DOL standards and are ethnically, gender and age blind. DiSC is specifically designed for the development of your personnel.

The feedback provided to your personnel via the DiSC personalized profile is written to be neutral in tone, and although there are sections that explore the respondent's potential shortcomings, efforts were made to eliminate feedback that may be psychologically sensitive or threatening in nature.

Since 2013 Everything DiSC has been included in LSA's select training to great review and reported functionality within the federal workplace as a valuable instrument in conflict management, interpersonal-communications, team-building, performance management and much more.





**DEPARTMENT OF VETERANS AFFAIRS
Center for Verification and Evaluation
Washington DC 20420**

April 7, 2017
In Reply Refer To: **00VE**

Mr. Timothy E. Coffey
Leadership Solutions Associates, LLC
DUNS: 794355920
1419 Nantahala Beach Rd
Gulf Breez, FL 32563-8915

Dear Mr. Coffey:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Verification and Evaluation (CVE), I am writing to inform you that Leadership Solutions Associates, LLC has been verified as a Service-Disabled Veteran-Owned Small Business (SDVOSB) and added to the Vendor Information Pages (VIP) at <http://www.vip.vetbiz.gov>. Leadership Solutions Associates, LLC will be eligible to participate in Veterans First Contracting Program opportunities with VA.

This verification is valid for three (3) years from the date of this letter. Please retain a copy of this letter to confirm Leadership Solutions Associates, LLC's continued program eligibility in accordance with 38 Code of Federal Regulations (CFR) § 74.12. You may reapply 120 days prior to your expiration date by logging in to your VIP profile.

To promote Leadership Solutions Associates, LLC's verified status, you may use the following link to download the logo for use on marketing materials and business cards: http://www.vetbiz.gov/cve_completed_s.jpg. In addition, please access the following link for information on the next steps and opportunities for verified businesses: <http://www.va.gov/osdbu/verification/whatsNext.asp>.

To ensure that Leadership Solutions Associates, LLC is correctly listed in the Vendor Information Pages, check Leadership Solutions Associates, LLC's profile for the verified logo. Please notify us if the logo is not present within 72 hours of receipt of this letter.

While CVE has confirmed that Leadership Solutions Associates, LLC is presently, as of the issuance of this notice, in compliance with the regulation, Leadership Solutions Associates, LLC must inform CVE of any changes or other circumstances that would adversely affect its eligibility. Eligibility changes not reported to CVE within 60 days could result in a referral to the Office of Inspector General (OIG), a referral to the Debarment and Suspension Committee, and the initiation of cancellation proceedings—all of which could result in Leadership Solutions

"World Class Professionals

Enabling Veteran Business Opportunities by Protecting the Veteran Advantage - One Vet at a Time"

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Mr. Timothy E. Coffey

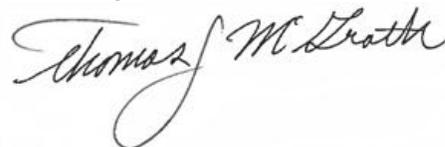
Associates, LLC being removed from the VIP Verification Program.

Please be advised all verified businesses may be required to participate in one or more post-verification audits at CVE's discretion. Additionally, this letter and other information pertaining to Leadership Solutions Associates, LLC's verification application may be subject to Freedom of Information Act (FOIA) requests. However, FOIA disclosures include exceptions regarding the personal privacy of individuals, and VA policy similarly provides limitations on the release of individual records.

If Leadership Solutions Associates, LLC receives a negative size determination from the U.S. Small Business Administration (SBA), CVE must act in accordance with 38 CFR § 74.2 (e). Also note, if at any time Leadership Solutions Associates, LLC discovers that it fails to meet the size standards for any NAICS Code(s) listed on its VIP profile, CVE requires such NAICS Code(s) be removed within five (5) business days. If the NAICS Code(s) are not removed within the allotted five (5) business days, CVE may request SBA conduct a formal size determination. In addition, CVE may initiate a referral to OIG, a referral to the Debarment and Suspension Committee, and pursue cancellation proceedings. All of the aforementioned referrals and procedures could result in Leadership Solutions Associates, LLC being removed from the VIP Verification Program.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

A handwritten signature in cursive script that reads "Thomas J. McGrath". The signature is written in black ink and is positioned above the printed name and title.

Thomas J. McGrath

Director

Center for Verification and Evaluation

Supervisory Human Resources Training



LSA has delivered supervisory training consistently since the requirement was included in the NDAA of 2010. Over the years we have refined the course to include the requirements as well as additional items that every supervisor of Federal personnel needs to know.

In this section are our six supervisory training options in 2018. For our current and past customers, these courses are similar to our previous years with notable enhancements, such as:

- Position Descriptions (PRDs for AcqDemo, DEMO, et.al.) /Staffing: One area of change will be not so much how the PDs are constructed but how they can be maintained and utilized more effectively in the workplace areas of: development, position management, performance management, recruitment/hiring and classification. As appropriate, the DoD New Beginnings staffing initiatives/flexibilities will be presented to assist supervisors when hiring personnel.
- Performance Management: For DoD customers in DPMAP and alternative systems (AcqDemo, et.al.) LSA is expanding the performance management segment to emphasize DoD's shift from the traditional RIF rules of OPM to the 2016 NDAA-based method which accentuates performance over tenure of veteran's preference.
- Misconduct and Poor Performance: LSA continues to be current on various DoD component policies and even other agencies policies as they are presented to the Merit System Protection Board (MSPB) to keep our attendees knowledgeable.

What hasn't changed in 2018 is our commitment to enhance the Federal workplace by educating personnel, especially supervisory personnel, on how to optimize workplace performance. Our aim is to support your servicing human resources professionals by providing quality and referenced training that can be applied at the local-level with the appropriate assistance.

Supervisory Training Options

In 2018, Leadership Solutions Associates, LLC (LSA) will continue to meet the requirements of the different commands we service. The courses listed below provide an opportunity for DoD and other Federal agencies to both initially train and refresh their supervisory personnel. Refer to the page noted for a complete description.

Title:	Synopsis:	Catalog Page:
The Supervisor's Role in Human Resources Management 3-day	Our most-popular course format! Suitable for all levels of experience including military personnel supervising or leading a civilian workforce.	3
The Supervisor's Role in Human Resources Management 4-day	A very complete course for varying levels of experience. Includes an additional emphasis on leadership (maps to OPM/DoD requirements for leadership).	4
Introduction to Federal Supervision 4-day	An excellent course for newly appointed supervisors (probationers, etc.). Increased emphasis on the one-to-one aspect of leadership	5
Supervisor Human Resources Refresher 2-day	Meets the requirement for a 3-year refresher. Emphasis on required topics, recent NDAA changes, and much more in just two-days.	6
Military Supervising Civilian Personnel 2-day	This training provides comprehensive training about the civilian workforce and emphasizes sound management practices IAW regulations and culture.	7
Supervisory Training (Non-DoD) 3-day	Driven by OPM competencies our 3-day supervisory course is merit system principles based and provides excellent guidance to new and experienced supervisors.	8

LSA has averaged over 1,200 personnel a year in just our supervisory training courses. With approximately 10,000 graduates total over 10 years our client's human resources professionals recognize that our delivery among multiple HR-based topics are well-researched, professionally delivered and in line with the code of federal regulations.

The Supervisor's Role in Human Resources Management, 3-day

This course meets and exceeds the requirements set forth in the 2010 NDAA for Department of Defense supervisory training. Each year, or as required by regulations, this course receives an update to keep topics current and connected to the workplace.

Course Specifics		
Course Name: The Supervisor's Role in Human Resources Management, 3-day		
Course Code: SRHRM-3	Hours: 0800-1500	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

This three-day version has been perfected over time and is our most popular format. The SRHRM-3 provides your personnel the opportunity to review merit system principles and the prohibited personnel practices (MSPs/PPPs). Each year we also include an update on the most previous NDAA's civilian matters changes with a brief review of the previous two years as well. Other topics include:

Typical SRHRM-3 Topic Line Up in addition to MSPs/PPPs

- | | | |
|---|--|------------------------------------|
| • Classification and PDs (PRDs) | • Civilian Employee Assistance | • FECA- Worker's Compensation |
| • Staffing and Position Management | • Performance Management- requirements | • Pay/Leave, |
| • Civilian Employee Training and Career Development | • Objective, Assessment Writing | • Time & Attendance |
| • USERRA | • Delivering appraisals | • Federal Labor Relations (basic) |
| • Recording Training | • Disciplinary Actions (with DVD) | • Collective Bargaining Agreements |
| • Individual Development Plans | • Addressing Poor Performance | • Mentoring and Coaching |
| • EEO | • Civilian Incentive Program | • Federal Drug Free Workplace |
| | | • Supervisory Communication |

Previous graduates applaud our material as something they keep at the ready for HR-based information. All topics are consistently updated as necessary based on changes across all Federal agencies, DoD and its components.

This format is excellent for all levels of experience and is a great refresher in itself. The Supervisory Communication is highly rated on feedback from graduates and puts no one on-the-spot in front of the class, rather it helps attendees understand their communication style better and we show them how to deal with connecting better with employees, solving problems and avoiding conflict.

The Supervisor's Role in Human Resources Management, 4-day

This course meets and exceeds the requirements set forth in the 2010 NDAA for Department of Defense supervisory training. Each year, or as required by regulations, this course receives an update to keep topics current and connected to the workplace.

Course Specifics		
Course Name: The Supervisor's Role in Human Resources Management, 4-day		
Course Code: SRHRM-4	Hours: 0800-1500	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

The four-day version of our supervisory training provides additional time in performance management (writing objectives/appraisals), disciplinary and poor performance (interactions, documentation, options and case studies) as well as communication

Typical Topics Include		
<ul style="list-style-type: none"> • Merit System Principles & Prohibited Personnel Practices • Classification and PDs (AcqDemo-PRDs) • Staffing and Position Management • NDAA Review (current and previous two years) • Civilian Employee Training and Career Development • Civilian Employee Assistance Program • Supervisory EEO fundamentals 	<ul style="list-style-type: none"> • USERRA • Individual Development Plans • Performance Management-regulations and requirements • Writing performance expectations and narratives • Performance Management-employing PM in the Federal workplace. • Disciplinary Actions (with DVD) • Addressing Poor Performance • Misconduct & Poor Performance 	<ul style="list-style-type: none"> • FECA- Worker's Compensation • Pay/Leave, Time & Attendance • Civilian Incentives and Awards programs • Federal Labor Relations (basic) • Collective Bargaining Agreements • Mentoring Personnel, • Coaching Employees • Federal Drug Free Workplace (DFWP) • Supervisory Leadership (WOL)*

The four-day supervisory course expands some subject areas as noted above and includes the WOL* (Work of Leaders) workshop and training. The WOL easily maps to the DoD Leader Developmental Framework, Development Continuum, and Competency Descriptions of DoDI 1430.16 and required by SECNAV INST. The Work of Leaders assists your personnel in grasping the competencies of forming a workforce Vision, and Alignment of people and resources to the vision and ultimately Executing the vision (VAE Model).

Introduction to Federal Supervision, 4-day

This course meets and exceeds the requirements set forth in the 2010 NDAA for Department of Defense supervisory training.

Course Specifics		
Course Name: Introduction to Federal Supervision, 4-day*		
Course Code: ITFS-4	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

The four-day Introduction to Federal Supervision provides valuable groundwork when beginning to supervise Federal civilian personnel. As required, regulatory information is presented as the framework when supervising personnel, but this course also balances regulations with communication skills and performance. Specifically, the ITSF-4 will include review of: 1) directing and delegation skills, 2) creating or maintaining a motivating workplace environment, 3) developing personnel and, 4) working with your manager more effectively to mission success. Topics include:

Topics include		
<ul style="list-style-type: none"> • Merit System Principles & Prohibited Personnel Practices • Classification and PDs (AcqDemo-PRDs) • Staffing and Position Management • NDAA Review (current and previous two years) • Civilian Employee Training and Career Development • Civilian Employee Assistance Program 	<ul style="list-style-type: none"> • Directing and Delegating Employees • Performance Management-regulations and requirements • Writing performance expectations and narratives • Federal Drug Free Workplace (DFWP) • Disciplinary Actions (with DVD video) • Addressing Poor Performance 	<ul style="list-style-type: none"> • EEO (video), Workplace motivation • Pay/Leave, • Time & Attendance • Civilian Incentives and Awards Programs • Working with you Manager more effectively • Teambuilding 101 • Employee Assistance Program

The ITFS segments on personnel management/supervision easily map to the DoD Leader Developmental Framework, Development Continuum, and Competency Descriptions of DoDI 1430.16 and required by SECNAV instruction.

This training is excellent for civilian supervisory personnel (0-5 years' experience) and military personnel supervising Federal personnel initially or in need of a refresher. All levels of experience are welcome.

Supervisory Human Resources Refresher, 2-day

This course meets and exceeds the requirements set forth in the 2010 NDAA for Department of Defense supervisory training.

Course Specifics		
Course Name: Supervisor Human Resources Refresher, 2-day		
Course Code: SHRR-2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

This two-day refresher is ideal for experienced supervisors of Federal personnel, O-4/5/6 military or any graduate of our 3 or 4-day supervisor courses.

This course will review the foundational requirements of Federal civilian personnel supervision and incorporate the latest initiatives. Currently in this catalog year the topics below have been selected with an option to include other topics as needed.

<ul style="list-style-type: none"> • Morning Session Day One: This session focuses on the foundational merit system principles/prohibited personnel practices with review and small group exercise. NDAA is also reviewed. • Afternoon Session Day One: This session includes ways to utilize position descriptions more effectively, staffing updates and individual development plans (IDPs). 	<ul style="list-style-type: none"> • Morning Session Day Two: This session addresses performance management (DPMAP, etc.). Writing elements/standards (job objectives) and performance narratives. • Afternoon Session Day Two: The final session addresses workplace misconduct and poor performance. and ends up with a refresher on DFWP (required) and supervisory communication toward performance.
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The SHRR-2 supervisory communication training easily maps to the DoD Leader Developmental Framework, Development Continuum, and Competency Descriptions of DoDI 1430.16 and required by SECNAV instruction.

This training is a refresher for any participant that has attended a more formalized training prior with any other entity or Leadership Solutions Associates, LLC.

Military Supervising Civilians, 2-day

This course meets and exceeds the requirements set forth in the 2010 NDAA for Department of Defense supervisory training.

Course Specifics		
Course Name: Military Supervising Civilians, 2-day		
Course Code: MSC-2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

Military supervising civilian personnel is a comprehensive two-day course of instruction geared toward military personnel who will be supervising Federal civilian employees. The primary objective in this class is to specify the different regulations and requirements when working with Federal civilian personnel and to provide attendees with a complete understanding of a merit-based system under Federal appointment.

<ul style="list-style-type: none"> • Morning Session Day One: Merit System Principles, Prohibited Personnel Practices, Federal GS (or DEMO, etc.) structure, key elements of Federal service. Classification, Position Descriptions • Afternoon Session Day One: Staffing Fundamentals, Civilian Employee Training and Individual Development Plans, USERRA, Federal Drug Free Workplace and CEAP 	<ul style="list-style-type: none"> • Morning Session Day Two: Performance Management (DPMAP, DEMO, etc.) Writing performance objectives and performance narratives. Time and attendance • Afternoon Session Day Two: Employee misconduct/poor performance options, civilian incentive program, summary and critiques.
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This course of instruction is specifically designed for military personnel who are, or may be in the future, assigned to supervise Federal civilian personnel.



Federal Supervisor Training (Non-DoD), 3-day

This course is suitable for all other Federal agencies excluding the DoD.

Course Specifics		
Course Name: Federal Supervisor Training, 3-day		
Course Code: FST-3	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

Being a supervisor or manager in the Federal service requires specific skills and adherence to merit system principles and avoidance of prohibited personnel practices. On the foundation of a merit-based system Federal supervisory personnel, according to OPM, must leverage specific competencies no matter what their agency is or does.

This course of instruction reviews your agencies requirements and preferences and assembles an approach that puts your supervisory personnel on track for mission success.

Major topic areas include:

Merit System Principles, Prohibited Personnel Practices, Equal Employment Opportunity, etc.	Classification and Position Descriptions, Staffing and Position Management
Performance Management: Forming and writing performance expectations, forming and writing performance narratives, etc.	Addressing Employee Misconduct Addressing Employee Poor Performance Civilian Incentive Programs, etc.
Employee Assistance Programs. Bargaining unit specifics, Federal Drug Free Workplace Program, Federal Employee Compensation Act	Time and Attendance, Federal Service Leave Employee Training Employee Mentoring and Coaching



FERS Retirement, TSP and Employee Benefits Training

Leadership Solutions Associates is proud to offer the following suite of retirement training for your personnel:

Course Code:	Course Title:	Training Days:
FERSMC-1/2	FERS Training for Early Career *	1 or 2-day
FERSPRT-2	FERS Pre-Retirement Planning	2-day
TSP	Thrift Savings Plan Overview *	.5 or 1-day
FEDBO	Federal Benefits Overview	.5 or 1-day

NOTE: LSA also offers workshops exclusively for LEO, FF, ATC, and NWC personnel – contact us for more information.

* New employees hired since 2013 and 2014 face a much higher contribution rate to the basic benefit plan (pension). A best practice among our current clients has been to encourage these personnel to attend in their initial year in Federal service to fully understand and compensate for the changes in withholding rates.

Overview

All LSA retirement training provides current reference material and is delivered with a focus on knowing how to calculate base benefits to determine future needs. Retirement class attendees are provided a FEDweek reference booklet with up-to-date changes from recent regulations, OPM and other sources.

A main component of our retirement planning is based on “Retirement Income Adequacy” (RIA) as expressed identically by both the public and private sector formulas.

Annual Retirement Benefits Annual Pre-Retirement Savings

This simple and realistic approach assists participants in realizing the percentage of pre-retirement income replaced by pension income and the importance of maximizing the segment of the FERS that they can control- the Thrift Savings Plan (TSP).

All aspects of the three elements the **Basic Benefit**, **Social Security** and the **Thrift Savings Plan** of FERS will be presented in our primary workshops to clarify how benefits are calculated or the contribution to investment is applied.

Situational scenarios will be covered that are obvious or recurring among our other workshops (TSP loans, catch-up contributions, divorce/court orders, etc.).

FERS Retirement, TSP and Employee Benefits Training

Please refer to the general and workshop overview information below. To receive more specific information Contact Us at: <http://lsasolutions.com/contactus>

General Workshop Information:

Hours: 0830- 1600 (negotiable and especially flexible for groups of emergency services personnel who need or request specific times, etc.)

Min./Max. Participants: 15- 30 (primarily dependent on the venue provided to safely and comfortably accommodate all attendees)

Can Spouses Attend?: Yes. At no additional charge and not to overall exceed one per paid participant, non-transferrable.

Workshop Overviews

FERS Training for Early Career

Target Audience: Federal employees with 1-10 years of Federal service.

Synopsis: This course is delivered in a one or two-day format. The latter provides additional time to make personal projections and gain additional knowledge on each element of the FERS.

All participants in either format receive an LSA workshop binder with specific knowledge, sample forms and illustrations and is supplemented with a current year *FEDweek FERS Retirement Planning Guide* © (approximately 150 pages).

FERS Pre-Retirement Planning

Target Audience: Over 10 years of Federal service and/or 5-7 years from anticipated retirement.

Synopsis: The participants in this course receives our LSA custom binder of more pre-retirement centric information, the *FEDWeek Guide to Retirement Planning for Employees and Retirees* © and, the *Ready or Not: Your Retirement Planning Guide* ©. The latter provides a guide to important matters common among all pre-retirement personnel in both knowledge and checklist to prepare and maintain your retirement essentials.

TSP and Employee Benefit Workshops

Target Audience: Any Federal personnel at any career stage.

Synopsis: Both of these workshops are available in the ½ day or full day format. TSP workshop attendees explore more about withdrawal options, survivor benefit recommendations, spouse's rights and court orders. The employee benefit workshop explores the other benefits such as FEDVIP, FEHB, FSA's and especially the FIGLI options that must be selected at retirement submission.

Learn more at: <https://lsasolutions.com/federal-retirement-consulting/>

Federal Performance Management Training

Performance management training is one of LSA's most prominent topic areas. The LSA President/CEO possesses a graduate degree in organizational performance (MSOP) and specializes in Federal performance management programs, training and consultation.

Our Performance Management Training Includes:

Title:	Synopsis	Catalog Page:
Performance Management for the Federal Workforce, 2-day	A complete approach to performance management in the Federal workplace. Training emphasizes performance through communication.	12
Performance Objective Writing (SMART, etc.) Workshop (.5day)	Write performance elements and standards that meet the requirements of the MSPB. Emphasis is to attain a clear, complete, mutual understanding of requirements to meet mission success.	13
Performance Narrative Writing (self-assessments) Workshop (.5 day)	This workshop shows your personnel three formats to record their performance. Emphasis is on being factual and linking actions to mission success.	14
Coaching & Counseling for Increased Performance (2-day)	This course helps supervisory personnel provide feedback and meaningful insight to current performance. Emphasis is on communication, documentation and mission attainment.	15

Although we are most familiar with the DoD performance management programs (DPMAP, DEMO, etc.) our company can work with almost any Federal agency's performance management system and provide quality training to assist all your personnel.

LSA can assist your organization throughout all phases of your performance management program. Contact us for consultation or advisement services.

Performance Management in the Federal Workplace, 2-day

Performance management in our executive branch can trace its roots back to post WWII when President Truman (D) requested help from past-President Hoover (R) in assessing a major reconfiguration of the branch and its agencies for the post-war world.

LSA can assist your organization at multiple levels to achieve a transparent and rewarding program that focuses on mission attainment.

Course Specifics		
Course Name: Performance Management in the Federal Workplace, 2-day		
Course Code: PMFW-2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual <i>Course will address your organization's specific performance management system(s) with an overview of all requirements stipulated by OPM.</i>		

A dedicated course on performance management for first and second-level supervisors. Two-days in length. Participants are asked to complete an online supervisory workplace communication assessment before, during, or after the training and are encouraged to bring copies of current self-and/or employee performance or contribution plans (et al., Performance Expectation Modules- PEM)

Topics/Exercises include:

- Review of performance management (PM) in Federal government. Discussion of organization's current system and culture. Applicable merit system principles and MSPB rulings on PM cases. Review/discussion of performance impact on mission attainment.
- Writing performance statements that convey a concise, complete and mutual understanding of performance expectations. Exercise- small group: *Delivering Performance Expectations*. Review of supervisory performance communication norms in the workplace.
- Writing PM assessments. What to consider from an employee's self-assessment. Four approach options and three formats to utilize in this process.
- Exercise- Large Group: *Eliminating Unproductive Behaviors During Performance Reviews*
- Rating Personnel. Review rating criteria for organizational system. Discuss key points and overall impact of specific rating approaches. Finalize supervisory PM communication strategies and areas for improvement. Certificates, Critiques, Secure.

Writing Performance Expectations, .5 day Workshop

Written expectations are an essential component of any performance management system's credibility. In LSA's WPE-W training we will demonstrate and provide time to work on writing performance expectations that are supported by mission requirements.

Excellent workshop for supervisory and mid-career and above non-supervisory personnel.

Course Specifics		
Course Name: Writing Performance Expectations, .5-day Workshop		
Course Code: WPE-W	Hours: 0800-1130, 1200-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

Typical Agenda:

- Review regulatory requirements for written performance expectations.
- Categorizing work and labeling expectation segments
- Segmenting expectations per MSPB case rulings
- Rough Draft
- Small Group Review
- Smooth Draft

Materials include:

- A take-away participant booklet with ideas, variations, key words, etc.
- A take-way participant workbook (includes your drafts and additional guidance)
- A pay pool panel experienced instructor with excellent tip and suggestions.

Materials you may elect to bring with you:

- A copy of a current or past performance or contribution plan.
- Work documents with your or your employee's written expectations.
- Copies of a PD (PRD, etc.)

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Writing Performance Assessments, .5 day Workshop

The Writing Performance Assessment Workshop comes in two variations. Variation 1: is for supervisory personnel when writing performance assessments for their personnel. Variation 2: is open to all personnel and will focus on producing a self-assessment of their performance.

Course Specifics		
Course Name: Writing Performance Assessments, .5-day Workshop		
Course Code: WPE-W	Hours: 0800-1130, 1200-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		
Variations: this workshop has two variations: 1) Supervisors Only, and 2) Open to All. Please specify your variation when communicating with LSA. Also, supervisors attending the LSA course, PMFW-2, receive this information in their training.		

Typical Agenda:

- Review three formats for assembling assessments/self-assessments.
- Discuss integration of key performance achievements
- Organizing the assessment/self-assessment input (review of rating requirements in supervisory training only)
- Rough Draft
- Small Group Review
- Smooth Draft

Materials include:

- A take-away participant booklet with ideas, variations, key words, etc.
- A take-way participant workbook (includes your drafts and additional guidance)
- A pay pool panel experienced instructor with excellent tip and suggestions.

Materials you may elect to bring with you:

- A copy of a current or past performance or contribution plan (PEM).
- Specific performance notes, journals, etc.
- Copies of a PD (PRD, etc.)

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Coaching and Counseling for Improved Performance, 2-day

Coaching and Counseling for Improved Performance is a course designed for all experience levels of supervisory personnel.

CCIP- 2 is designed to support merit system principles and provide employee coaching and counseling in support of mission attainment.

Course Specifics		
Course Name: Coaching and Counseling for Improved Performance, 2-day		
Course Code: CCIP-2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shelf Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and instructor onsite. Host provides venue with basic audio/visual		

A dedicated course for all Federal supervisors who want to build a team of professionals through communication, trust, and focus.

Topics/Exercises include:

- Define coaching and counseling in the Federal workplace.
 - Review of coaching models and select video segments that support a coaching culture.
 - Your supervisory tendencies and behaviors in the workplace (pre-work online assessment)
-
- Coaching:
 - Your Role
 - The Process
 - Primers to start a coaching program
-
- Counseling:
 - Your Role
 - The Process
 - Starting coaching in your workplace
-
- Assessing:
 - Assessing your employees response to coaching/counseling
 - Looking ahead
 - Coaching and counseling peers
 - Certificates, critiques, secure

Teambuilding

Leadership Solutions Associates proudly offers one selection for Teambuilding, the Five Behaviors of a Cohesive Team (5BCT), a DiSC-based assessment and onsite training that improves team performance!

Based on the NY Times bestselling business book, *The Five Dysfunctions of a Team*, by Patrick Lencioni the 5BCT is proudly the only Teambuilding course we offer.

The single most untapped competitive advantage is teamwork.



To gain this advantage, teams must:

- ▲ **Trust** One Another
When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.
- ▲ Engage in **Conflict** Around Ideas
When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.
- ▲ **Commit** to Decisions
When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- ▲ Hold One Another **Accountable**
When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- ▲ Focus on Achieving Collective **Results**
The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

Course Title: *The Five Behaviors of a Cohesive Team*

Course Length: 1-Day

LSA Course Code: 5BCT-1

Min/Max Participants: 3 – 15

Course Hours: 0800-1600*

The 5BCT is a course designed to assist a current team in need or a currently high-performing team to effectively achieve mission success.

The 5 Behaviors of a Cohesive Team is a suitable response training IRT **DEOMI Command Climate Results** (DEOCS Section VII: leadership cohesion, trust in leadership, organizational commitment/performance and cohesion). Includes no-cost follow-up and comparison reports.

Leadership, Coaching, and Mentoring Workshops

With leadership being part of our name, LSA provides a targeted selection of leadership, coaching and mentoring training for Federal personnel that we feel meets and exceeds your standards and expectations while providing value.

LSA's leadership classes are powered by Wiley Publishing's Everything DiSC line of trait assessments. Trait assessments are the cutting edge of assessments moving beyond the Myers-Briggs (MBTI) personality-types era and benefiting your personnel by focusing on workplace behaviors and priorities.

Along with the free DiSC comparison reports we definitely are confident our workshops will meet your expectations for professional growth training



Leadership, Coaching and Mentoring



- Everything DiSC Work of Leaders
- Everything DiSC for Supervisors and Managers
- Mentoring and Coaching for Engagement

NOTE: these workshop map to DOD's Civilian Leader Development Framework and OPM's (all agency) Federal Supervisory and Managerial Frameworks and Guidance.

Work of Leaders Workshop

Course Code:	Course Title:	Training Days
ED_WOL-1	The Everything DiSC Work of Leaders Workshop	1

One day of leadership training that makes a difference! The Everything DiSC Work of Leaders concentrates on Crafting a Vision, Alignment of Mindset and Resources and finally, Successful Execution. Recommended for leaders and professionals in Federal government in and out of uniform.

Supervisor & Managers Workshop

Course Code:	Course Title:	Training Days
ED_M-1	The Everything DiSC Management Workshop	1

This is one of our most popular workshops because it focuses on the specific skills/topics of: *Directing and Delegating, Motivating, Developing Others, and Working (more productively) with your Supervisor.* In two-days you will discover your supervisory behaviors, recognize strengths you can leverage, and define areas for improvement for an Individual Development Plan (IDP). This is an excellent workshop for leaders who have one to twenty reports and still need to engage with employees not only in the group, but more importantly one-on-one.

Mentoring & Coaching for Engagement, 2-Day Workshop

Course Code:	Course Title:	Training Days
MCE-2	Mentoring and Coaching for Engagement	2

Both mentoring and coaching are essential skills as a supervisor, manager or leader in Federal civilian and military service. LSA's focuses our training on employing the right skill at the right time for civilian personnel in the workplace in relation to Merit System Principles.

Our mentoring day explains ways to connect with the protégé, help them solve problems and get work done in the workplace, and provide ways to keep any conflict that may arise productive in the mentoring process. Our coaching day makes it crystal clear that coaching is all about the individual being coached and how they can develop their workplace skills, competencies and behaviors to be more mission centric and performance oriented.

Learn more about these workshops via Contact Us: <https://lsasolutions.com/contact/>

Succession Planning

LSA's Succession Planning workshops can assist your personnel in preparing to move –up or develop further.

This a foundational workshop centered around the Merit System Principles offered in three variations.



LSA's Succession Planning workshop can assist your personnel in planning to take advantage of future opportunities. Designed for Federal non-supervisory personnel, this workshop is based on key competencies for “aspiring leaders and team leaders” as identified by OPM in its 2015 Memorandum for Human Resources Directors titled, *Federal Supervisory and Managerial Frameworks and Guidance*.¹

The competencies from OPM's memorandum, formed from an inter-agency working group, are reviewed and assessed in LSA's two-day workshop. The results of this training will assist personnel in further developing an Individual Development Plan (IDP)² specifically pinpointing areas of strengths and areas for improvement making the development process more effective and efficient.

Focus is on identification, understanding and incorporating select competencies and supports, “...a systematic approach that incorporates merit system principles, providing fair and equitable opportunities, to build a pipeline to ensure workforce continuity...”² This commercial off- the shelf offering has interchangeable modules that support your personnel development based on applicability:

- Version A- is a 2-day workshop with Aspiring Leaders and Team Leaders consisting of a class of only non-supervisory personnel.
- Version B- is a 2-day workshop with Aspiring Leaders, Team Leaders (non-supervisory) and New Supervisors with less than 2 years in the supervisory position.
- Version C- is a 2- day workshop with Executive Leadership / Experienced Management.

The workshops include an Everything DiSC assessment (refer to the DiSC section in this catalog), based on version as pre-work which, maps to specific and relevant elements of the DoD Leadership Framework along the appropriate point of the DoD Civilian Leader Development Continuum.³

Workshop maximum attendees per event is usually capped at 15 employees unless previous arrangements are made.

To receive more specific information Contact Us at: <http://lsasolutions.com/contactus>

¹: US OPM Memorandum for Human Resources Directors, SEP 28 2015, ²: SECNAVINST 12410.25A 12 Dec 16, ³: DoDI 1430.16, Nov. 19, 2009

Federal Workplace Communication Training

Our experience at LSA is that every organization has challenges regarding communication. Additionally, we find that organizations that recognize and train on communication are more effective and efficient at mission attainment.

LSA offers four communication workshops lasting one or two days each. In all of these offerings we provide pre-work via an email link which will take recipients about 15-20 minutes to complete. These assessments provide an opportunity for us to customize the training to each individual attending so that the benefit is realized and transferable immediately.

Interpersonal Communications in the Federal Workplace

Course Name: Interpersonal Communications in the Federal Workplace, 1 or 2 days		
Course Code: ICFW-1, or 2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shel Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and onsite instructor. Host provides venue with basic audio/visual.		

Managing Conflict in the Federal Workplace

Course Name: Managing Conflict in the Federal Workplace, 1 or 2 days		
Course Code: MC-1, or 2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shel Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and onsite instructor. Host provides venue with basic audio/visual.		

Dealing with Difficult People/Situations

Course Name: Dealing with Difficult People and Situations, 1 day		
Course Code: DDPS-1	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shel Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and onsite instructor. Host provides venue with basic audio/visual.		

Feed Forward- Performance Feedback that Works

Course Name: Interpersonal Communications in the Federal Workplace, 1 or 2 days		
Course Code: ICFW-1, or 2	Hours: 0800-1530	Cost: Varies by location
Commercial Off-the-Shel Course? YES		
Course Minimum/Maximum: 15/35 (negotiable)		
Course includes all material and onsite instructor. Host provides venue with basic audio/visual.		

General Information

Registered Company Name: Leadership Solutions Associates, LLC
Small DBA: Same
Office Telephone: (850) 529- 1759
Office Fax: (850) 201-6921
Web Site: www.LsaSolutions.com
DUNS Number: 794355920
CAGE/NCAGE 51QX4

Business Information

Year Incorporated 2008
State of Incorporation Florida
Status Service-Disabled, Veteran-Owned

Offices

1419 Nantahala Beach Rd. 4725 Bougainville Dr. #525
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About Leadership Solutions Associates

Leadership Solutions Associates, LLC is a VA certified service-disabled, veteran-owned, small business (SDVOSB) home-based in Gulf Breeze, FL. We specialize in workforce training and management consultation for government and private sector business (corporate, small business and personal) organizations.

Leadership Solutions has a reputation for exceptional onsite training for management and employees in a variety of human resource based subjects.

Government training includes Supervisory training for civilian and military personnel, Federal Retirement Systems training (FERS, CSRS and Special Category), Interpersonal Communications training and a variety of other subject areas to include Performance Management and Conflict Resolution. Additional capabilities for government entities are also listed in this document.

Private sector training includes Customer Service and Sales training utilizing online assessments to target specific needs and increase return on investment. Management and Leadership training are also a key component of our private business portfolio.

NACIS Codes

611430	Professional & Management Development Training
541612	Human Resources Consulting Services
541613	Marketing Consulting Services
541611	Administrative Management and General Management Consulting Services
611699	All other Miscellaneous Schools and Instructions

Federal Services

- Training Services; Instructor Led Training, Web Based Training and Course Development
- Integrated Consulting Services
- Off-the-Shelf Training Devices and Training Materials
- Customizable Training Devices
- Facilitation Services

Federal Government Training (commercial off-the-shelf -COTS):

- Introduction to Federal Supervision – 3 or 4 day options
- The Federal Supervisors Role in Human Resources Management- 3 or 4 day options
- Federal Performance Management System training, 1 or 2 day options
- Federal Performance Management, Employee Assessment and Self-Assessment Writing- 1 or 2 day options
- Federal Performance Management, Job Objective/Critical Element Writing for Supervisors, 1 day or .5 day workshop
- *Everything DiSC Work of Leaders®* training- 1 or 2 day options
- *Everything DiSC Management®* training – 1 or 2 day options
- *Everything DiSC Workplace®* training- 1 day
- *The Accountability Experience®* training- 1 day
- *The Five Dysfunctions of a Team®* training- .5 day, 1 day or 2 day options
- *Emotional Intelligence* training- 1 day or 2 day options
- *The Leadership Challenge®*- 2 day
- Excellence in Leadership- 2 day
- *Stepping Up, A Road Map for New Supervisors®*- 1 day
- *It's Okay to Be the Boss, The Management Workshop®*- 1 day
- Communication Skills for Managers & Supervisors- 2 day
- Fundamentals of Coaching and Mentoring in the Federal Workplace- 2 day
- Mentoring for Supervisors and Program Leaders- 1 day
- Team Training- *Everything DiSC – The Five Behaviors of a Cohesive Team®* - 3 day
- CSRS Pre-Retirement Training- 1 or 2 day
- FERS Mid-Career Retirement Planning- 1 or 2 day
- FERS Pre-Retirement Planning- 1 or 2 day
- FERS New Employee Seminar- 1 day
- Retirement Training for Federal Special Category Personnel (Firefighters, Law Enforcement and Air Traffic Controllers)- 1 or 2 day options
- Problem Solving and Decision Making- 1 day
- Stress Management- 1 day
- Time Management- 1 day
- Listening Skills- .5 day
- Interpersonal Communications- 1 day
- Customer Service Training, 1 day

(List includes both traditional instructor-led and conference/seminar type-training events)

Corporate and Small Business Training:

- *Everything DiSC Sales®* training- 1 day
- *Everything DiSC Work of Leaders®* training- 1 or 2 day options
- *Everything DiSC Management®* training – 1 or 2 day options
- *Everything DiSC Workplace®* training- 1 day
- *The Five Behaviors of Cohesive Teams-* multiple options
- *The Accountability Experience®* training- 1 day
- *The Five Dysfunctions of a Team®* training- .5 day, 1 day or 2 day options
- *The Leadership Challenge®*- 2 day
- *Stepping Up, A Road Map for New Supervisors®*- 1 day
- *It's Okay to Be the Boss, The Management Workshop®*- 1 day
- Communication Skills for Managers & Supervisors- 2 day
- Team Training- *Everything DiSC – The Five Behaviors of a Cohesive Team®* - 3 day
- Problem Solving and Decision Making- 1 day
- Stress Management- 1 day
- Time Management- 1 day
- Listening Skills- .5 day
- Interpersonal Communications- 1 day
- Customer Service Training, 1 day

Federal and Private Sector Web-based Training:

Contact LSA for subject availability and course offerings.

Federal and Private Sector Course Development:

LSA retains experienced curriculum development personnel to assist in both instructor-led and web-based course development. Contact us for options and availability.

Integrated Consulting Services:

LSA can provide expert advice and assistance in support of your organization's mission-oriented business functions. Service includes:

- Management or strategy consulting (research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, etc.).
- Facilitation services, event planning and consultation.
- Advisory services.
- Federal policy (directive, instruction or orders creation, revision and review) services.

Customizable Training Devices:

Proposed customized training devices and simulators as a result of, or in addition to, the result of planning, designing, and/or producing customized training products. This feature includes, but are not limited to print, audio/visual, audio, digital formats and emerging technologies.

Federal Contracts Awarded:

Leadership Solutions Associates has been awarded multiple Federal contracts since our first award in 2012. Serious inquiries can be provided a list with all relevant information and reference contact information.

OpenRatings is a company that Dun & Bradstreet, and the General Services Administration (GSA), utilize to obtain customer reviews for companies. Our report is available to inquiries and overall is a 97 of a possible 100.

LSA provides a full array of payment options from Federal agencies. Contact us to see how to obtain our goods and services.

LSA utilizes The Hartford as our business insurer. We are also insured for international travel and international business in countries requiring that contractors working with US personnel to be properly insured (Spain, et al.)



Experience

Leadership Solutions Associates, LLC has amassed over 200 Federal government and private sector business clients in 10 continuous years of service. On a national and international scale, we have provided quality training to Federal civilian and military personnel to help them function and lead others more efficiently and effectively in the workplace.

While primarily providing onsite training, we have also delivered web-based training to members of various active commands that have personnel disbursed across a wide geographic area and select Armed Forces Reserve component customers meeting the same challenges. Our corporate clients are respectful of our service and realize our associates were astute business leaders both during and after their uniformed service. LSA employs service-disabled veterans, veterans, wounded-warriors and dependents of veterans who possess the skills necessary to assist your organization.

Our willingness to work with our customers and our insistence on accentuating your organization's mission is our hallmark. We have current customers ready to confer with you about our abilities and high level of customer service. Contact us for more information at your earliest convenience.

