



Executive Inspiration Coaching

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**Leadership & Team Development Services Proposal:
Department of US Citizenship and Immigration Services**



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Summary

The following is a proposal for consulting and training services offered by Executive Inspiration Coaching. We are a consulting firm providing executive coaching and corporate leadership development services designed to improve workplace culture, enhance effective leadership, and strengthen leadership teams.

This proposal outlines two options for team and leadership programming. The purpose of these training options is to transform midline management and supervisors into effective leadership teams, and to build employee engagement by offering development opportunities for high potentials and future leaders. Anticipated outcomes of these services include increased productivity and effectiveness of leadership, improved employee engagement, and increased talent retention within the organization.

Each program option is three days in duration, and is designed to be conducted with teams consisting of between 3 and 25 people. The cost per program is \$8000, which includes all design, preparation, facilitation and material costs for executing the respective offerings.

Introduction

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Executive Inspiration Coaching

Executive Inspiration Coaching (EIC) is a consulting firm established in Vermont in 2012 and currently based in Redondo Beach, CA. Following over ten years of development and training, EIC was founded with the intent of helping organizations to build capacity around cultures of service, effective leadership, and sustainable workplace culture.

I have worked with leaders across a variety of industries, including entertainment, law, technology, real estate, material science, education, and hospitality, to facilitate the growth and transformation of leadership teams and senior executives. Having trained and collaborated with some of the top leaders in the fields of Emotional Intelligence and adult developmental psychology, I bring a strong foundation combined with a relentless passion for facilitating transformation.

I offer services ranging from coaching for executives and senior leaders, to training and facilitation for midline management and supervisory teams. As an Everything DiSC authorized partner, my programming is built out using the Everything DiSC personality assessment as a foundation and then further designed to serve the unique needs of each team and situation.

Background

I recently spoke with Kathryn Cannata regarding the potential of conducting leadership & team development training with the Department of US Citizenship and Immigration Services. During our conversation Kathryn described her experience with previous training and development initiatives as well as some of the current needs and challenges within USCIS. In learning about the organization it appears there is a need for leadership development, team effectiveness facilitation, and strategic planning and implementation regarding organization culture and effectiveness. I understand that USCIS experiences a high attrition rate due in part to a lack of employee engagement as well as a high voluntary reassignment rate such as the case with the recent opening of a new office in Crystal City, prompting a fresh wave of talent loss for the Vermont offices and leaving the organization in somewhat of a perpetual training cycle.

Effective leadership plays a significant role in mitigating these factors and improving retention and engagement of quality employees. A systematic approach to organizational effectiveness could be key to addressing USCIS' current challenges in this area. In order to facilitate engagement, managers and supervisors must be active as a true leadership team and be clear on their own understanding of and relationship with the principles of effective teamwork at play in the organization. To that end, I would recommend The Five Behaviors of a Cohesive Team® workshop.

A second consideration would be the development of future leaders and high potentials. An investment in training and development of key talent can result in far greater long term engagement and retention, as it demonstrates a commitment to a reciprocal relationship between the organization and the employee and presents an opportunity for individual growth.

There are a wide variety of options in terms of leadership development. I specialize in the Everything DiSC® platform, which is an assessment-based process for understanding and developing personality traits and behavior in areas of workplace culture, leadership and team effectiveness. I would suggest the Emotional Intelligence Assessment and The Work Leaders training as a foundation to furthering the development of your current and future leaders.

I have provided a general overview of both program options below for consideration. Both begin with all participants completing an Everything DiSC assessment prior to the onsite training. While there are numerous DiSC assessments on the market today, Everything DiSC stands at the forefront. The online DiSC assessments use the most advanced assessment method (adaptive testing) and sophisticated algorithms to quickly analyze a person's response and provide the most personalized DiSC feedback possible and it only takes about 15 minutes to complete.

I would welcome the opportunity to discuss these in greater detail should you be interested in bringing them into your organization. Please take a moment to review the information, and let me know if you have any questions or further interest.

Goals/Objectives

The objectives of this programming include, but are not limited to:

- Increased effectiveness of leadership and management
- Increased employee engagement
- Improved health of workplace culture
- Improved teamwork: prevention of breakdown in communication and productivity, and increased capacity for effective functioning
- Development of strong, dedicated leadership talent pool
- Improved Emotional Intelligence of current leadership teams
- Minimized turnover of needed talent.

Program Options

You will find two options outlined below  one for existing teams and one for future leaders. Both have their place, dependent on the immediate areas of need and desired focus.

Note that while Option 1 can be conducted as a 3 consecutive day workshop for management teams, there is often value in spreading it out over time between modules to allow the team to develop each area before moving on to the next. This is particularly true of larger teams, where more time and effort are required to instill and implement changes in behavior and thinking. If an alternative timeline is desired this can be discussed prior to program launch.

Option 1: Five Behaviors Of A Cohesive Team (5BCT)

Required pre-work (all attendees MUST complete prior to commencement of workshop):

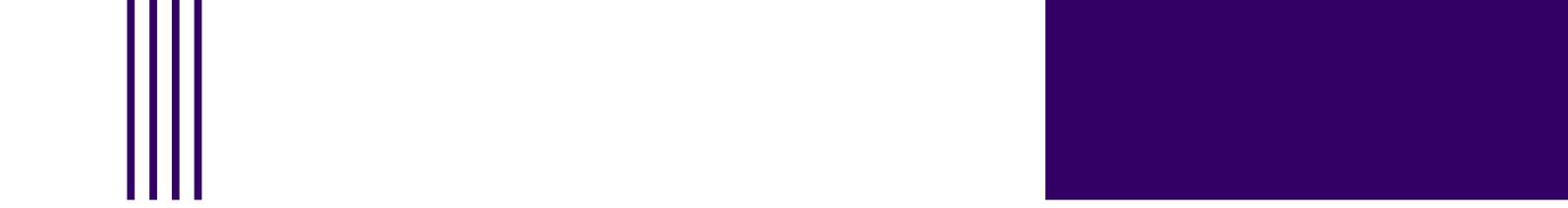
- Everything DiSC Workplace/Five Behaviors Of A Cohesive Team assessment

Day 0: Onsite preparation

- Discovery interview with primary stakeholder(s) - HR/Learning & Development/Executive Officers/project sponsor(s)
- Location survey - walkthrough and prep of workshop location
- Technical preview
- Final program approval

Day 1: DiSC in the workplace/Intro to Five Behaviors of A Cohesive Team

- Program Introduction
- Discovering Your DiSC® Style and understanding other styles
- Building more effective relationships
- Introduction to “People Reading”
- Introduction to the Five Behaviors process
- Building trust
- introduction to conflict



Program Options(cont)

Day 2: Five Behaviors of A Cohesive Team (cont)

- Conflict (cont)
- Achieving Commitment
- Embracing Accountability

Day 3: Five Behaviors of A Cohesive Team

- Focusing On Results
- Review and Action Plan

Project Outcomes: 5BCT

The Five Behaviors Model will be used to help managers and supervisors learn to work together more efficiently and effectively and to become a more cohesive team.

A productive, high-functioning team has a lot of upside:

- makes better, faster decisions
- taps into the skills and opinions of all members
- avoids wasting time and energy on politics, confusion, and destructive conflict
- creates competitive advantage
- is more fun to be on!

Participants will come out of the training not just with a knowledge of the model and of how the team is currently performing (based on the assessment), but also with specific plans to improve that performance. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge--for individuals, for the team, and for the organization.

Program Options(cont)

Option 2: Emotional Intelligence and the Work Of Leaders (EI/WOL)

Required pre-work: (all attendees MUST complete prior to commencement of workshop):

- Everything DiSC Work Of Leaders assessment

Day 0: Onsite preparation

- Discovery interview with primary stakeholder(s) - HR/Learning & Development/Executive Officers/project sponsor(s)
- Location survey - walkthrough and prep of workshop location
- Technical preview
- Final program approval

Day 1: Emotional Intelligence

- Program Introduction
- DiSC in leadership
- Discovering your leadership style
- Emotional Intelligence & Resonant Leadership

Day 2: Work Of Leaders

- Crafting a vision
- Building Alignment

Day 3: Work Of Leaders (cont)

- Championing Execution
- Review and Action Plan

Project Outcomes: EI/WOL

The Everything DiSC Work Of Leaders curriculum will provide the foundation for a deeper dive into the underlying principles of effective leadership. Using this as a framework, participants then build into a robust exploration of Emotional Intelligence, Resonant Leadership and enhanced awareness of their own leadership style and the way they interact with others in the organization.

Emotionally intelligent, self-aware leaders:

- Naturally inspire others to want to follow
- Experience less miscommunication and unproductive conflict
- Are better able to balance the demands of leadership without burning out
- Avoid destructive patterns of behavior that lead to decreased impact

Participants in the EI/WOL program will experience increased capacity for emotional intelligence, more effective relationships in the workplace, and a stronger ability to create and lead successful teams by driving vision, alignment and execution.

Proposed Costs & Payment Terms

Fees:

- Workshop rate: \$8000
- Per diem: \$52/day

Expenses:

- Accommodation, air & ground travel¹

Included in workshop rate:

- Onsite program facilitation
- Program media: handouts, printed assessments, electronic files and promotional materials
- Program design
- Material preparation
- Preliminary onsite review 
- Access to online assessments
- Access to myeverythingdisc.com

Not included in workshop rate:

- Per diem expenses
- Travel expenses
- Participant meals & refreshments
- Additional group or individual coaching
- Facilities or technical equipment costs

Additional services not listed in a given program option are not considered or implied to be included at the specified rate. Additions or modifications to any program are subject to approval and may incur additional costs.

¹ Travel costs will be reimbursed based on actual incurred costs.

Payment Terms

- \$4000 invoiced to client upon signing contract
- \$4000 invoiced upon completion of final onsite workshop day. 
- Materials and expenses invoiced within two weeks of program completion; copies of receipts attached to invoice.
- Payments due from client within 30 days of receiving invoice from consultant.