

WILLIAM PEDUTO  
MAYOR



SARAH KINTER  
DIRECTOR

CITY OF PITTSBURGH  
**DEPARTMENT OF PERMITS, LICENSES & INSPECTIONS**  
JOHN P. ROBIN CIVIC BUILDING

**To:** Department of Management and Budget, Procurement  
Division Department of Law

**From:** Department of Permits, Licenses and  
Inspections

**Date:** October 19, 2021

**Subject:** ath Power Consulting Customer Service & Soft Skills Training Amendment and  
Extension Competitive Process waiver (2021-2022)

ath Power Consulting is a world-class training provider of 22 years. Ath Power consulting provides training methods and expertise when developing PLI staff. They are using the most up-to-date, team focused, and example-based teaching methods. Each session used a variety of individual and group assignments encouraging participation and stimulates interaction. The sessions are highly energetic and engaging to keep participants focused on the session's topic in a relaxed, inviting setting. Practice exercises for each skill taught are incorporated throughout the program as an experiential learning approach. The courses have delivered hands-on learning experience that teaches employees critical skills needed to excel in the organization.

This contract provides ongoing essential customer service and soft skills development for the PLI team. Each course builds upon the knowledge gained from previous course content and is bridged with skill building assignments. Importantly, the courses are designed to complement all existing organization ideals and create greater consistency in the quality and effectiveness of the organization's leadership and teamwork efforts. Training methodologies include a variety of the following instructor led: lecture, discussion, reading, self-assessments, planning exercises, role play, video clips, case studies, demonstrations, group break-outs and brainstorming, group and individual presentations.

Training sessions support leadership and teamwork skill development for all participants. Leaders are provided with the tools and techniques needed for consistent coaching and reinforcement, and, for establishing increased accountability regarding leadership and teamwork.

ath Power Consulting also facilitates the Predictive Index "PI" in conjunction with their training courses. ath Power Consulting Trainers are certified in the Predictive Index® (PI®) Behavioral Assessment. The PI® process improves effectiveness and productivity across all levels of the organization. As a practical, reliable indicator of workplace behavior, the PI® workforce assessments help us make sound, people-smart hiring decisions -with the best results for the company, and for the people themselves. As a management tool, the Predictive Index® assessment gives our executive team a common language. It offers a new understanding of what makes people work and helps us learn how to motivate staff to work better. It helps us attract the right candidates and hire and retain valuable

employees who are crucial to the success of your company. And it helps us build new leaders. The Predictive Index® Behavioral Assessment was developed and validated in compliance with Equal Employment Opportunity Commission (EEOC) Guidelines, as well as the professional standards established by the American Psychological Association (APA} and the Society of Industrial & Organizational Psychology (SIOP).

Every session ends with an action plan to validate learning. Every session topic has a participant evaluation of the training experience, which is documented. In both cases they analyze the results to support continuous improvements to training.

PLI has been working with ath Power Consulting for the last 3 years in both customer service and soft skills training and in the facilitation of PI. The trainer provides ongoing 1:1 check-ins at request and for no additional cost to PLI. In 2021, PLI adopted Internal Auditing policies to meet national best practices for building departments to ensure equity and uniformity in service delivery. Leadership have used the enhanced skills attained from ath Power Consulting's sessions and PI for team growth and development. In addition to maintaining essential services, PLI is requesting an extension of services given that ath Power Consulting has proprietary resources that are building blocks from our previous training to future trainings.

Thank you for your consideration.