



## Employee Training & Development

**Proposal Submitted by:**



<b>Company Details</b>	
<b>Company Name</b>	ath Power Consulting Corp.
<b>Company Address</b>	867 Turnpike Street, Suite 213 North Andover, MA 01845
<b>Years in Business</b>	24 Years
<b>Business Type</b>	S-Corp
<b>Small Business Classification</b>	SBA: Small Business
<b>GSA Contract Number</b>	47QRAA18D008G
<b>GSA Schedule</b>	MAS
<b>CAGE Code</b>	824F7
<b>DUNS Number</b>	009398421
<b>Tax ID</b>	04-3343356
<b>NAICS Codes</b>	611430 Professional & Management Training 541910 Research and Public Opinion Polling 541611 Management Consulting 541810 Advertising Agencies
<b>Website</b>	<a href="https://www.athpower.com/">https://www.athpower.com/</a>
<b>Point of Contact/ Authorized Negotiator</b>	Jessica Hamel EVP, Government Services Phone : (978) 474-6464 x107 Email: <a href="mailto:jhamel@athpower.com">jhamel@athpower.com</a>
<b>Date:</b>	November 9, 2021



November 9, 2021

Attn: Monica Bender

City of Pittsburgh  
Department of Permits, Licenses, and Inspections  
200 Ross St.  
Pittsburgh, PA 15219

Dear Monica,

It has been ath Power Consulting's pleasure to provide the City of Pittsburgh Department of Permits, Licenses, and Inspections (PLI) with *Leadership Training, Soft Skills/Citizen Experience Training, and Predictive Index*®. Based on our conversations regarding your training needs for 2022, we are pleased to present this proposal.

We thank you in advance for your consideration, and we look forward to continuing our partnership with PLI.

Should you have any questions regarding this proposal, please do not hesitate to contact us.

Most sincerely,

A handwritten signature in black ink that reads 'Jessica Hamel'. The signature is written in a cursive, flowing style.

Jessica Hamel  
EVP, Government Services and Technology  
ath Power Consulting  
Phone: 978-474-6464 x107  
Email: [jhamel@athpower.com](mailto:jhamel@athpower.com)

# COMPANY OVERVIEW

## Who We Are

Headquartered in Boston, MA, with remote offices across the U.S., ath Power Consulting is a premier provider of research and training solutions for both the public and private sectors. We are the all-in-one resource for survey and mystery shop research, compliance testing, market analyses, social media monitoring, employee training and development, executive coaching, and strategic consulting.

Clients are the driving force behind ath Power Consulting, and they represent many of the most customer-centric organizations known today. Since 1997, ath Power Consulting has provided strategic cultural direction for a variety organizations and agencies across numerous industries.

While our experience provides us a foundation and proven metrics for excellence, we approach each of our clients with an open mind and desire to understand their specific needs. At ath Power Consulting, we train to our clients' specific needs and scale accordingly. We work closely with each client to determine what will yield the best results. Whether it is helping to deliver and maintain an exceptional customer experience, bolstering corporate culture and teamwork, developing leaders, deepening employee engagement, or maximizing operational performance, we are passionate about helping our clients achieve their goals.

## Our Experience and Expertise

ath Power Consulting's experience in leadership training and coaching affords us the opportunity to provide our clients with expert consultation, off-the-shelf courses, and training recommendations based on industry best practices. The team at ath Power has an exceptional understanding of the markets that we serve. This knowledge and experience help us to provide the best solution scenario for each individual client we partner with whether in person or virtually.

Over our 24-year history, we have designed, developed, and managed successful multi-channel and multi-modality research and training initiatives for many of the top brands, agencies, and organizations in North America. We offer competitive pricing and a solid commitment to ensuring your program is a continued success.

## Differentiators

- *Full-service research and training firm*
- *Serving both the public and private sectors*
- *Offering both off-the-shelf and customized solutions*
- *Actionable insights*
- *PhD researchers, senior analysts, SMEs*
- *Expert trainers and coaches*
- *End-to-end senior-level engagement*

## Team Structure and Qualifications

ath Power Consulting's training team is made up of highly accomplished content developers, facilitators, coaches, and consultants with proven track records in creating and implementing vastly successful training and development programs. These industry-leading executives bring expertise in relationship development, leadership and teamwork, coaching, process development and integration, management development, customer experience, as well as compliance training, policy review, and measurable process improvements. They are the best in the industry at what they do.

Our seasoned trainers and coaches will continually analyze program progress and recommend various refinements throughout our partnership with you. We possess an exceptional understanding of the learning markets that we serve and fit our knowledge and experience into a best solution scenario for each individual client we partner with. Our trainers can provide on-going education and mentoring for all management levels. Working independently or in close consultation with your own team members, trainers and/or best practice champions, they can deliver organizational assessments, workshops and retreats, and training support to help develop and enhance your people and consistently strengthen your culture. Our training personnel are equipped with the following:

- Highly skilled in training to both traditional and non-traditional audiences
- Experience in developing and delivering in-person and virtual training
- Experience working across a broad array of industries in both the public and private sectors

Holistically, ath Power Consulting has proudly conducted training, coaching, and presentations for tens of thousands of individuals over the past two decades in a variety of industries, ranging from banking, government, education, healthcare, and insurance, to manufacturing, retail, and technology. Audiences range from top executives, mid-level staff, directors to front-line employees. Our experience, enthusiasm, and ability to adapt to our clients' unique needs and environments help us to consistently exceed their expectations.

Be assured that your training program will be supported by our expert staff and dedicated resources to fulfill and exceed the outlined requirements. ath Power Consulting's *EVP, Training & CX*, E.J. Kritz, shall lead this initiative, and will have the overall authority and responsibility for managing and executing this project. He will be your direct point of contact and responsible for communicating with the appropriate individuals within the Department of Permits, Licenses, and Inspections (PLI), as you deem, on progress and performance of the training.

## PROJECT APPROACH

ath Power Consulting provides proven training methods and unparalleled expertise to develop your staff. The best practices and techniques we employ are used at today's most successful public and private organizations.

We utilize the most up-to-date, team focused, and example-based teaching methods. Each session will use a variety of individual and group assignments that encourages participation and stimulates interaction. Our sessions are highly energetic and engaging in order to keep participants focused on the session's specific topic in a relaxed, inviting setting, whether in-person or virtual. Practice exercises for each skill taught will be incorporated throughout the program as an experiential learning approach is facilitated. Additionally, job-aids and coaching tools are provided as on-the-job resources, whenever possible. Our courses will deliver a hands-on learning experience, teaching employees the critical skills needed to excel within your organization.

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 (yes, virtual breakout rooms) and brainstorming, group and individual presentations. Every session concludes with a participant evaluation of the training experience, which we document. Our virtual teaching experience, leadership experience, previous assessments, and existing content help us to have the best-in-class curriculum and programs developed, and ultimately delivered to the Department. We analyze the results of all evaluations to support continuous improvements to training and any modifications or identified pain points that need addressed.

Our ongoing and consistent client commitment is to provide an extremely high-touch experience. This includes thorough meetings and touch-base conversations throughout the development and execution phase, as well as after the program has been completed. ath Power Consulting is deeply committed to key attributes that lend themselves to the successful execution of this contract, including but not limited to:

- ✓ A highly interactive classroom experience that keeps distanced learners engaged by using a variety of learning and instruction styles blended with a high-energy approach.
- ✓ Consistent and constructive follow-up with participants and leadership through summary assessments, action plan development, and coaching.
- ✓ Training assessments are completed throughout all phases of the contracted exercise, ensuring maximum satisfaction, knowledge retention, etc.

## **Adaptability**

ath Power Consulting is able to perform work onsite/in-person at the client location or virtually as needed. Our training programs are flexible to meet nearly any timeframe and venue, including interactive trainings both in-person and virtually. Our team will ensure no detail is left uncovered including room set-up, AV, participant guides, and more.

## **Materials**

ath Power Consulting will develop and provide all course materials (course description, syllabus, lesson plans, presentation slides, participant guides, and any other supplemental, source or reference materials, etc.) for each course. ath Power Consulting shall develop custom materials based on the curriculum and the audience. All training plans and materials shall be reviewed and approved by your designated representatives prior to the commencement of training.

# PROJECT OVERVIEW

## Background

The Department of Permits, Licenses, and Inspections (PLI) is the government entity responsible for the review, approval, and issuance of permits for all buildings and structures within the City of Pittsburgh, enforcement of the City of Pittsburgh building, property maintenance and zoning codes and the regulation and issuance of contractor, trade, and select business licenses.

PLI currently has a staff of approximately 82 employees which includes inspectors, plan examiners, application technicians, clerical roles, and various additional administrative and management staff.

Prior to 2019, PLI primarily provided workforce training on technical skills to ensure that all personnel receive required building code certifications and meet mandated continuing education requirements, but recognized the need to also adopt essential “soft” skills trainings to improve customer service to the public through workforce development and current and prospective employee assessment. In early 2020, PLI chose ath Power Consulting to deliver Soft Skills Training to their entire staff as well as Leadership Training to their supervisors. They also selected our firm to provide the Predictive Index<sup>®</sup> Behavioral Assessment to evaluate current and prospective staff.

Currently, PLI is in need of additional training. Over the past year, their Department has experienced higher than normal turnover, likely due to the pandemic. This has resulted in an increased volume of work and burnout for existing employees.

PLI reached out to ath Power Consulting to discuss these challenges and determine how to help current employees as well as train new employees they plan to hire in the coming year.

## Scope of Work

Based on the Department’s challenges and needs, ath Power Consulting recommends the following:

1. **Predictive Index<sup>®</sup> Annual Subscription.** PLI has already been utilizing this behavioral assessment tool to allow for self-assessment and resources for hiring and management to improve communication, evaluation, and conflict resolution skill sets.
2. **2-Day Soft Skills/Citizen Experience training course for all new hires.** This course may be conducted either virtually or in-person.
3. **2-Hour Mindful Stress Management workshop for all non-supervisor employees.** This workshop will be conducted virtually, and there will be a maximum of 15 employees per 2-hour workshop.
4. **2-Day Supervisor Workshop for all supervisors.** This workshop shall be conducted in-person.

# TRAINING PLAN AND PRICING

Pricing is based on our current program specification assumptions and those programs we have facilitated with similar scope.

1. **Predictive Index<sup>®</sup> Annual Subscription.** PLI has already been utilizing this behavioral assessment tool to allow for self-assessment and resources for hiring and management to improve communication, evaluation, and conflict resolution skill sets.

For Behavioral Assessments, ath Power Consulting Trainers are certified in the Predictive Index<sup>®</sup> (PI) Behavioral Assessment and Talent Optimization Platform. The PI process improves effectiveness and productivity across all levels of your organization. As a practical, reliable indicator of workplace behavior, the PI workforce assessments help you make sound, people-smart hiring decisions — with the best results for the company, and for the people themselves. As a management tool, Predictive Index gives your executive team a common language. It offers a new understanding of what makes people work and helps you learn how to motivate them to work better. It helps you attract the right candidates and hire and retain valuable employees who are crucial to the success of your company. And it helps you build new leaders. The Predictive Index 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).

Subscription	Annual Cost
Predictive Index	\$5,500.00

2. **2-Day Soft Skills/Citizen Experience training course for all new hires.** This course was previously provided in 2020 for current employees at that time. Because PLI plans to hire additional employees in the coming year, it is recommended that all new hires also receive this training. The sessions may be conducted either virtually or in-person, depending upon PLI preference. There is a maximum of 25 participants per session. Additional cohorts can be added if needed. Training dates shall be coordinated between ath Power and PLI.

It is our recommendation that Day 1 of the Soft Skills/CX course is completed in one week. Day 2 of the Soft Skills/CX course should be completed during another week, at least one month after the Day 1 training has been conducted to allow time for the initial training to be absorbed.

ath Power shall honor our previous pricing for this course.

Session	Description	# of Participants	Session Cost
Day 1  Connect with Your Customers Soft-Skills	<ul style="list-style-type: none"> <li>• How to Make a Connection from the Beginning</li> <li>• Understanding the Key Drivers of Customer Satisfaction</li> <li>• Insights Into Customer Behavior</li> <li>• Emotional Intelligence Tools</li> <li>• Delivering on Customer and Brand Loyalty</li> <li>• Non-Verbal Communication</li> <li>• Foundations of Communication</li> <li>• Knowing Your E-mail Audience</li> <li>• Skills Practice</li> </ul>	Max of 25 per session	\$2,450.00
Day 2  Problem Resolution Soft-Skills	<ul style="list-style-type: none"> <li>• The Role of a Capable and Confident Advocate</li> <li>• Recognize and Address Situations of Emotional Distress</li> <li>• Emotional Intelligence Techniques for Self-Awareness</li> <li>• How to Advocate Change in a Team Environment</li> <li>• Internal Alignment – Teamwork Value Chain</li> <li>• Review and Practice of Proactive Listening Model</li> <li>• Empathy, Apology, and Ownership</li> <li>• Quality Assurance and Follow-Up</li> <li>• Detection and Escalation of Customer-Driven Concerns</li> </ul>	Max of 25 per session	\$2,450.00
<b>Total New Hires Soft Skills/CX Training Cost:</b>			<b>\$4,900.00</b>

3. **2-Hour Mindful Stress Management workshop for all non-supervisor employees.** This workshop will be conducted virtually, and there will be a maximum of 18 employees per 2-hour workshop. It is estimated there will be 4 cohorts.

Session	Description	# of Participants / # of Cohorts	Session Cost Per Cohort
Mindful Stress Management	<ul style="list-style-type: none"> <li>• Defining and understanding stress (discussion of brainwave</li> </ul>	Max of 18 Non-Supervisor	\$1,000.00



(For Non-Supervisors)	<p>management and our ability to control our state of being)</p> <ul style="list-style-type: none"> <li>• Moving away from autopilot (responding vs. reacting)</li> <li>• Solidifying a mission to stay balanced in the middle of the chaos</li> <li>• How to clear the lenses of how we see ourselves and others</li> <li>• Visualizing what we want (what you focus on becomes your reality)</li> <li>• Simple meditation techniques to reduce stress and come back to the moment</li> <li>• Understanding the need of releasing emotions with techniques shared to ensure this happens</li> </ul>	<p>Employees per Cohort</p> <p>Total of 4 Cohorts (based on 71 employees)</p>	
<b>Total Mindful Stress Management Workshop Cost: (# Cohorts x Cost Per Cohort)</b>			<b>\$4,000.00</b>

4. **2-Day Supervisor Workshop for all supervisors.** This workshop shall be conducted in-person.

Day 1 shall include the 2-hour Mindful Stress Management content covered with the front-line employees as well as 4 hours on how to manage employees coping with stress and burnout.

Day 2 shall focus on Predictive Index<sup>®</sup> with continued themes and reinforcement around leadership, communication, motivation, and conflict resolution.

Training dates shall be coordinated between ath Power and PLI.

<b>Session</b>	<b>Description</b>	<b># of Participants</b>	<b>Session Cost Per Cohort</b>
<p>Day 1</p> <p>Mindful Stress Management</p> <p>(For Supervisors)</p>	<p>Part 1 (2 hours):</p> <ul style="list-style-type: none"> <li>• Defining and understanding stress (discussion of brainwave management and our ability to control our state of being)</li> <li>• Moving away from autopilot (responding vs. reacting)</li> </ul>	10-12	\$4,000.00

	<ul style="list-style-type: none"> <li>• Solidifying a mission to stay balanced in the middle of the chaos</li> <li>• How to clear the lenses of how we see ourselves and others</li> <li>• Visualizing what we want (what you focus on becomes your reality)</li> <li>• Simple meditation techniques to reduce stress and come back to the moment</li> <li>• Understanding the need of releasing emotions with techniques shared to ensure this happens</li> </ul> <p>Part 2 (4 hours):</p> <ul style="list-style-type: none"> <li>• Linking personal missions to the organization's mission</li> <li>• Empowered Listening</li> <li>• Active Observation (applying the skills learned in Part 1 to lead more effectively)</li> <li>• Maslow's Hierarchy of Needs (managing when people's needs are met)</li> <li>• Deeper dive into meditation and visualization</li> <li>• Intrinsic vs extrinsic rewards (proactively meeting the TEAM's needs the TEAM is less stressed)</li> <li>• Balancing yourself to be an example to others</li> </ul>		
<p>Day 2</p> <p>Leadership and the Predictive Index</p>	<p>This workshop shall build upon and reinforce a range of Leadership topics, including:</p> <ul style="list-style-type: none"> <li>• Understanding and Leveraging Group Dynamics</li> <li>• Talent Optimization and How it Works</li> <li>• Creating Great 1:1 Relationships</li> <li>• Creating Awareness Using People Data</li> <li>• Developing Effective Communication Strategies</li> <li>• Coping with Change and Stress</li> <li>• Managing and Leveraging Diversity</li> <li>• Building a Cohesive Team</li> <li>• Team Conflict Resolution</li> </ul>	<p>10-12</p>	<p>\$4,000.00</p>

	<p>These learnings will be greatly enhanced by leveraging Predictive Index<sup>®</sup>.</p> <p>Participants will become proficient in identifying job requirements on a behavioral level, aligning teams to accomplish Department goals, and effectively inspiring employees for optimal results and job satisfaction.</p> <p>A variety of exercises help learners to identify current strengths and opportunities. Additionally, our expert trainers will display, role model, and explain a wide range of Leadership techniques and theories. Trainees will gain a deeper understanding of best-practices, their existing Leadership strengths/capabilities, and specific tactics they can immediately leverage to improve as both a Leader and a Manager. Real-life scenarios will be generated through discussion and case study to ensure participants are well-prepared to put theory into practice.</p>		
<b>Total Mindful Stress Management Workshop Cost:</b> <b>(# Cohorts x Cost Per Cohort)</b>			<b>\$8,000.00*</b>

*\* Pricing for the 2-day in-person Supervisor workshop includes costs for travel and training materials.*

*\*\* All ath Power Consulting pricing herein is firm for a period of at least 120 calendar days from the date of receipt.*