



Unlimited Services Systems Management and Consultants



USSMC Commercial Training Course Catalog



USSMC believes that the government is made up of great people who are working very hard to meet the many requirements of their jobs. In this environment, relationships are everything. Because a good relationship can save our client and the federal government time and money, our seasoned contract specialists work tirelessly to connect our corporate clients with the people they need inside federal agencies. Through highly customized training packages we share more than expertise with our clients. We share tips and tricks and contacts with your in-house staff.

Please review below USSMC's Commercial Training Course Offerings and check from time to time to see if new courses have been added. Our courses are wholesome, realistic and value added. Our seasoned and exciting trainers are the best and will provide you with an insightful perspective on each topic area. Some our trainers are national trainers and road scholars who will certainly provide you with a breath of fresh air during these critical times in our economy. We certainly look forward to serving you and your organization in the near future. Remember we can offer these courses at your site or at our beautiful state of the art training center location: 9701 Apollo Drive, Suite 200 Largo, Maryland. For more information about our training approach, please call us at 301-322-2247 or our visit our website information on our training benefits:

<http://www.ussmc.com/pdf/sub/TrainingBenefits.pdf>.

At the conclusion of this document, a registration form and information concerning our training registration policy is available for your review and completion. It is our goal to make our training affordable and convenient.

We look forward to serving you soon.

Course Title USSMC 01

Effective Communication

Course Description

USSMC acknowledges that Communication Skills are a critical element in all successful human relationships. Effective interpersonal communication can be achieved by understanding the process through the following skills:

- Developing good listening skills;
- When to use the appropriate dialogue;
- Activating aspects of general management;
- Problem solving skills;
- Knowing when to speak up;
- How to negotiate;
- Developing good Interpersonal skills;
- Creating positive attitudes;
- Conflict resolution; Addressing stress;
- Developing good writing skills;
- The power of networking;
- Group dynamics; Setting up a productive meeting;
- Conference logistics;
- Communicating in a culturally diverse setting.

This training will explore some implications of the art of communicating and listening through lecture, group discussion and simulated activities and learn to identify the approaches that enhance or distract from what you mean and meaning what you say and thus improve the participant's ability to communicate. A camera-ready copy of all materials will be made available to participants.

Course Price

\$6,375.00

Course Title USSMC 02

Cohesive Team Development for Program and Project Management

Course Description

USSMC's Cohesive Team Strategies work program training builds the skills required to analyze issues and problems as a team, to participate in or lead team meetings and to meet customer requirements. We have divided these skills into seven broad domains.

The seven domains are: Team Chartering, People Skills, Group Processing Skills, Analytical Skills, Communication Skills, Change Management and Goals Setting Skills.

Three key assumptions define the content of the course:

- Involvement is the cornerstone of successful teamwork. In meetings, participation means the use of brainstorming and consensus. When problems arise, participation means the use of listening skills and opens communication. Involvement is at the basis of each of the skills in the Cohesive Team Strategies work program.
- Team discussions need to be driven by information. When team discusses quality issues, information needs to be collected and analyzed. Solutions need to be tested and evaluated over time. USSMC's Cohesive Team Strategies work program provides a flexible model for analytical tools that can be employed flexibly within the Program Project Management model.
- Teams are more effective when they use a customer focus to direct and organize their efforts. This program provides a process for identifying internal and external customers, determining their key requirements, and using these requirements to direct the team's process and actions

Cohesive Team Chartering objectives will be reviewed under these skills by participants:

- Learn the components of team chartering.
- Learn what occurs during this process among team.
- Learn the stage and basic skills acquired through teams.
- Learn what the most important steps that a team should take.

People Skills Objectives: Our participants will examine the following objectives:

- Learn what is meant by “people skills”.
- Learn how conflicts are resolved in teams.
- Learn why team members should be held accountable.

Group Process Skills Objectives:

- Learn all the skills necessary to have effective teams.
- Learn how to have productive meetings.

Analytical Skills Objectives:

The following objectives will be reviewed and examined during this series of the training:

- Learn what skills are necessary to analyze issues, make decisions and implement action plans and track results;
- Learn how to ensure effective, quality programs;
- Learn how to structure high quality decisions and understand the changing roles of managers.

Deciding What and How to Communicate in Teams Objectives:

- Understand HOW to Communicate
- Understand WHEN to Communicate
- Understand WHERE to Communicate
- Understand WHAT to Communicate
- Understand the TYPES of Communication Models

Course Description USSMC 03

Change Management Training

Course Title

The purpose of this training is to provide a broad overview of the concept of “change management.” It was written primarily for people who are coming to grips with change management problems for the first time and for more experienced people who wish to reflect upon their experience in a structured way.

- Three Basic Definitions
- The Task of Managing Change
- An Area of Professional Practice
- A Body of Knowledge
- The Change Process as Problem Solving and Problem Finding
- The Change Problem
- Change as a “How” Problem
- Change as a “What” Problem
- Change as a “Why” Problem
- The Approach to Change Management Mirrors Management's Mindset
- Content and Process
- The Change Process as “Unfreezing, Changing and Refreezing”

Change Management: The Skill Requirements

- People Skills.
- System Skills.
- Business Skills.

Change Management: Four Basic Strategies

- Rational Empirical
- Normative Re-educative
- Power-Coercive
- Environmental-Adaptive
- Factors in Selecting A Change Strategy

Review Important Changes:

- Degree of Resistance.
- Target Population.
- The Stakes.
- The Time Frame.
- Expertise.
- Dependency.

Effective Goal Setting:

- Understand what a goal is?
- Understand why it is important to set goals in teams?
- Identify the types of goals.
- Set specific goals for the specific agency.

Course Price**\$6,750.00**

Course Title USSMC 04

Effective Business Writing & Grammar Skills Made Easy and Fun

Course Description

The “pre-writing” technique that will have the words flowing effortlessly!
How to know if your paragraphs are in a confusing, illogical order... and the best way to fix the problem; how to avoid the trap of wordy opening paragraphs that leave the readers wondering “huh?”; the 12 most damaging blunders in business writing --- sidestep these at all costs; when a person, casual style is important --- how to make the most of the power of contractions; ensure or insure?
Affect or effect?

Make the right choice between confusing words like these; gain dozens of field-tested strategies relied on by today's most effective business writers; learn how to present your ideas clearly and persuasively ... select words that fit your meaning... spot misused verbs... pronouns and punctuation... avoid communication misfires... and much, much more.

Course Price

\$3,000

Course Title USSMC 05

Change Management Training

Course Description

Effective Change Management provides instruction on developing effective change management skills through an interactive and informative learning experience that creates opportunities to improve skills and adjust behaviors.

Effective Change Management is an indispensable learning and reference tool for training participants seeking to improve their ability to their changing business environment. The course provides instruction on identifying drivers of change, understanding why change is necessary, and laying the foundation for successful change. Integral to the course are exercises and role-play, quizzes, pre- and post- tests, tips, factoids, Web site references, and a bibliography.

Through this training USSMC will help clients understand how changing markets, competitor and other factors impact their ability to achieve operating goals. Then we help management analyze these changes in light of their current skills sets and competitive assets, culture, processes and organization structure. In the final stage, we help managements develop an implementation plan.

Participants will learn the following about change management:

- Share observations about change;
- Understand change; analyze change;
- How external change impacts companies internally;
- Examine ways to implement change; identify the stages of change;
- Examine nine tips for change agents;
- Examine why organizations resist change;
- Learn how to manage positive response to change;
- Learn how to address negative response to change;
- Learn about the seven principles of successful change;
- Learn how to build employee support; learn how to motivate employees to change;
- Examine why management support is critical;
- Examine how to spearhead change;
- Identify the pearls of wisdom;
- Understanding system dynamics during the time of change;



Unlimited Services Systems Management and Consultants

- Implementing cultural component when change occur'
- Examine ways to embrace change in your organization

Course Price

\$6,750.00



Course Title USSMC 06

Alternative Dispute Resolution for Managers

Course Description

The objective of the ADR Program is to resolve workplace EEO issues early in the dispute informally, and at the lowest level possible. Such an approach will reduce the number of Federal Government Agency cases; reduce expenses incurred through the traditional administrative complaint process; reduce employee's/ manager's time spent in litigation and away from the job; improve overall organizational ability to resolve conflict at the lowest level possible; improve morale and enhance workplace relationship.

Course Price

\$ 6.750

Course Title USSMC 07

Stress Management Awareness Training

Course Description

USSMC stress management awareness training is designed to educate and provide our training participants with information on how to alleviate the harmful effects of stress. It is also designed to assist our training participants with identifying the signs of stress and how they can avoid his overwhelming experience in their personal and work related daily routines.

Ultimately, this program was designed to help participants counteract the damaging effects of long-term stress. If participants effectively utilize the concepts and techniques that are provided during this training, this will help them lead to a healthier and more balanced life.

The following information will be obtained during this training:

- What is stress?
- What are some methods for reducing stress?
- What causes stress?
- What are the negative effects of stress?
- Who is at risk for chronic stress or stress-related diseases?
- What are the general risk factors?
- Psychological effects of stress;
- How stress impacts the physical parts of the body?
- What are the warning signs of stress?
- How does one's body respond to stress?
- How does one cope with stress?
- Common coping techniques to handle stress;
- How can one keep a positive attitude?
- Learn to relax to avoid stress;
- Methods that can be used to address stress;
- Examine lifestyle changes to address stress;
- Examine how appropriate nutrition fights stress;
- Examine ways to get more rest and sleep;

Participants will learn how to relax and participate in various activities that will increase calmness and productivity. If program requirements are followed by the participants they will gain: reduced tension; increased



Unlimited Services Systems Management and Consultants

energy; improved job performance; accelerated learning ability; greater creativity and better concentration

Course Price **\$ 3,200**

Course Title USSMC 08

Business Reengineering Program

Course Description

USSMC, business reengineering is “the fundamental rethinking and radical redesign of business system to achieve dramatic improvements in the areas of cost, time, quality, and speed” (USSMC, 2002). It has become the improvement rage of the new millennium. All too often, however, reengineering teams set out with noble improvement objectives only to have their design plans dashed against the rocks of corporate resistance. Why? Three important factors contribute to reengineering failures.

- The lack of tools;
- The lack of “buy-in” from affected groups; and
- The lack of a simple, visual way to present findings and recommendations.

This program will address each of these troublesome issues and provide solutions. This program is ideal for newly formed or ongoing reengineering teams charged with the responsibility of designing more effective and efficient business processes. Representatives of those teams could also attend this training program and bring back the skills they learn to their teams.

Participants will have the following opportunities: learn and practice the techniques of process mapping for current and future processes; gain confidence in the application of process analysis and process-mapping techniques; apply basic principles of process redesign (provided in the program) and to develop their own principles based on their own experiences; and receive feedback via checklists on their application of process redesign principles and tools.

Course Price

\$ 6,750

Course Title USSMC 09

Quality Assurance Improvement Training

Course Description

USSMC is dedicated to providing exceptional, world-class quality assurance/quality control training, management consulting, regulatory submissions, and documentation preparation services. We strive to deliver our products and services within a framework of professional competence, ethical conduct, and practical value.

The purpose of this training is to address quality assurance improvements strategies and the participants will have the following opportunities:

- Understand the benefits of quality in daily work;
- Examine how to focus on the customer;
- Understand quality planning and its process;
- Examine mission, vision and values; build a culture of quality;
- Examine the advantages of quality improvement teams;
- Understand the importance of training for quality assurance improvement;
- Identify the roles of quality assurance improvement team members;
- Examine the QI story; identify reason for improvement;
- Review the analysis of quality assurance improvement process;
- Utilize quality assurance improvement tools;
- Prepare the Future Plan; document the work process;
- Determine process capability and stability and review the quality management package.

Course Price

\$ 6,750

Course Title USSMC 10

Satisfaction Guaranteed Training

Course Description

This training program is designed for use in organizations ready to commit to customer service and those interested in renewing their dedication to service excellence. Leaders, managers, and front-line employees alike will benefit from the experiences provided.

The program is designed to build an appreciation of the value of customer service and awareness of the behaviors that attract and repel customers and to provide practice utilizing effective service behaviors, the opportunity to assess the organization's current customer readiness, and a forum to allow for the planning of effective long-lasting customer-service strategies.

This program will provide participants the following opportunities: examine poor and positive customer-service practices; assess the organization's customer-service climate; learn and practice effective customer-service behavior, and develop personal and organizational customer-service improvement plans.

Course Price**\$ 4,000**

Course Title USSMC 11

Proactive Project Management

Course Description

Although projects are temporary in nature, they do have a definite beginning and end. Since this feature makes them distinct from the normal ongoing work of a business, special management skills are required. With project teams becoming an increasingly important part of the modern organization, proactive management of each phase of a project is critical to success in the workplace. The PMBOK and other Project Management protocols are incorporated into this training.

Crisis management is too often a way of life today. The “Proactive Project Management” program is designed to enable participants to identify critical issues associated with project-management stages, understand how to use appropriate tools in managing a project, and learn and practice a variety of techniques required to manage projects successfully.

Participants will have the following opportunities: gain awareness of appropriate project-management behaviors; identify the critical components for successful project management, and expand their repertoire of formats and scheduling methods.

Course Price

\$ 56,250.00

This price is for 25 to 30 participants in a class

Course Title USSMC 12

Information Interviewing: Obtaining Info from Others

Course Description

Informational interviewing is a process of obtaining important information from other people. Built on practices employed by good journalists, informational interviewing is a powerful method of finding out what's really going on. Journalists, however, are not the only people engaged in informational interviewing. Every day, whether for fifteen minutes on the telephone or three hours in someone's place of business, professionals from various lines of work are conducting informational interviews to explore new career, to assess customer needs, to learn about best practices, or to pursue a wide variety of other interests.

This program focuses on the skills needed to practice effective informational interviewing. Regardless of participants' backgrounds and experience, the program will offer participants the information needed to organize, manage, and apply their learning in practical and creative ways.

Participants will have the following opportunities: learn the benefits of good interviewing skills; identify the organizational and interpersonal skills of good interviews; develop an awareness of how to conduct an effective interview and to realize when an effective interview has occurred; refine and test their leanings prior to on-the-job application; and create methods that inspire confidence and that engender enthusiasm for and enjoyment of informational intervening

Course Price

\$ 3,200

Course Title USSMC 13

Consultative Selling

Course Description

Consultative selling is a powerful process for individuals in sales or marketing, for customer service representatives, and/or for anyone interested in developing successful business relationship. Consultative selling is built on the premise that everyone needs to “win” in business relationships--- one party gets the opportunity to sell products or services and the other party gets the opportunity to have his or her needs met. Long gone are the days of selling without of consideration of the client's needs and without regard for customer satisfaction after the sale. Trusting, long-term relationships are the goal, not “quick sales”. This program emphasizes the planning and preparation phases of consultative selling.

The primary components of this planning and preparation include the following:

- Researching the underlying needs, stated objectives, and expectation of target clients;
- Preparing specific questions that help clients clarify their needs, objectives, and expectations;
- Presenting business solutions.

Participants will the have following opportunities: be aware of the value of consulting customers; identify three areas to research about potential clients; develop skills in asking questions to diagnose clients needs, objectives and expectations; and create ways to present business solutions

Course Price

\$ 3,200

Course Title USSMC 14

Management and Leadership Skills

Course Description

USSMC has designed, developed and conducted organizational development activities that will assist supervisors, managers and senior executive staff in optimizing the effectiveness of the work groups for which they are responsible.

The participants will have following opportunities:

- Receive information necessary for the smooth functioning of the organization;
- Utilize the diagnostic tools for assessing the significance and implications that various forms of behavior will have on specific situation;
- Compare their thing with other managers to define and solve problems;
- Stimulate their thinking and be provided with new creative and innovative approaches to addressing actual on-the-job problems;
- Look at themselves and understand how and perhaps why they perceive themselves, other and situations as they do;
- Be exposed to the latest information on business theory and examples of successful management practices that they can pattern their behavior after;
- Be assisted in the changing of their attitudes or at least their opinions toward new management practices;
- Be able to discuss their problems with our representatives during the class time and also during follow-up time;
- Be allowed to reflect upon their career development and work role; and choose their behaviors to become better managers

Course Price

\$ 6,760

Course Title USSMC 15

Effectively Dealing with Unacceptable Employee Behavior

Course Description

This program addresses how to get the productivity, cooperation and results you need without incurring resentment or damaging relationships.

Participants will learn the followings:

- How to open the dialog with a difficult employee and discuss problems without causing defensive reactions;
- Specific strategies for coaching, counseling and disciplining employees to redirect unacceptable behavior and resolve problems;
- How to measure progress and document the process so you are prepared when further disciplinary action is necessary;
- Lawful steps for reassessing or dismissing problem workers if performance does not improve or if the behavior calls for immediate dismissal;
- How to protect yourself and the organization from wrongful termination claims and other legal tangles; and many more...

Course Price

\$ 5,000

Course Title USSMC 16

Coaching and Teambuilding Skills for Managers and Supervisors

Course Description

This class is gives participants a prime opportunity to gain vital teambuilding expertise--- both people skills and technical skills--- guaranteed to make your team more cohesive, motivated and productive. Managers will walk away with a teambuilding action plan they can launch immediately.

Participants will learn the followings:

- The 10 secrets master coaches use to bring people together and build team spirit;
- 5 rewards workers love that you probably have not considered;
- How to discipline properly without fear of legal consequences; "jamming"--- a supremely efficient way to run a productive meeting; fatal flaws of failed coaches---
- How to recognize and avoid them; participative? Authoritarian?
- How to choose the management style that will get results

Course Price

\$ 5,000

Course Title USSMC 17

Budgeting Skills for Professional Managers and Supervisors

Course Description

This class addresses how to hand “the numbers”, which is one of the most important business skills professional managers and supervisor must possess. Through this training class, USSMC will make budget the most reliable management tools.

The participant will learn:

- The financial terms,
- Phrases and budgeting concepts managers need;
- How to turn budget into the forecasting toll it should be;
- Proven ways to create “learn and mean” budgets without limiting their financial resources;
- How to recognize and avoid critical budget problem;
- the keys to absorbing those “surprise” expenses into their budgets;
- Ways to present their budget and quickly guide it through the approval process;
- How to make budgets a key to strategic planning and decision making;
- How to turn budgeting into a dynamic goal-setting process rather than a dreaded chore

Course Price

\$ 5,000



Course Title USSMC 18

Career Development Training

Course Description

This course will address GED & college preparation, resume writing, employment application, job developing, having right attitude, choosing the right career, corporate gear, networking and career management assessment.

The participants will learn the followings: understand the aspects of career planning and development and the factors affecting career planning; be able to understand the importance of individual career planning and how, through self-assessment is crucial to career planning and development; understand the do's and don'ts in career planning. A camera-ready copy of all materials will be made available.

Course Price

\$ 3,200

Course Title USSMC 19

Progressive Discipline Training

Course Description

This course is comprised of lecture, and frank group participation. Participants will discuss their own methods of discipline as well as a set of discipline problems to analyze in-group settings.

Participants will learn:

- reasons why managers don't discipline;
- ingredients for an effective discipline program;
- characteristics of successful discipline;
- key factors in analyzing discipline problems;
- concepts of progressive discipline;
- discipline categories; typical sequence used in progressive discipline; universal problems in administering discipline;
- guidelines to remember when disciplining an employee;
- supervisory objectives; nine principles, which enable supervisor, to attain their supervisory objectives;
- helpful hints in conducting a disciplinary interview;
- concept of positive discipline and guidelines for giving feedback to employees.

Course Price

\$ 3,200

Course Title USSMC 20

Excellence In Customer Service Training

Course Description

Participants will learn how to:

- Identify your internal customers.
- Interface with your internal customers.
- Understand the importance of excellent internal customer service and quality.
- Understand customer needs, expectations and challenges.
- Communicate with your customers verbally and non-verbally. Also learning how to effectively communicate via phone, email, etc.
- Understand the impact of good customer service.
- Measure customer service delivery and receiving performance feedback.

Course Price**\$ 4,000**

Course Title USSMC 21

Time Management Training

Course Description

Participants will learn how to:

- Prioritize and implement your “to-do’s”.
- Limit distractions and interruptions.
- Delegate lower value tasks and maximize time.
- Consolidate “housekeeping” activities.
- Use time blocks for optimum effectiveness.
- Increase the amount of face time with subordinates.
- Plan effectively and organize paperwork.
- Gain a balance between professional goals and personal time.
- Use time management tools more effectively.
- Set goals and prioritize them to determine if activities are time and goal-directed.
- Apply a critical-path network system to estimate time and activities required for reaching objectives.
- Spend less time putting out fires each day.
- Implement effective resource management.

Course Price**\$ 3,200**

Course Title USSMC 22

Web Server 2003

Course Description

Participants will learn:

- Administering Accounts and Resources
- User and Computer Management
- Managing Groups
- Managing Access to Resources
- Printing
- Managing Printers
- Monitoring Server Performance
- Managing Disaster Recovery
- Configuring a DHCP Server
- The Windows Server 2003 Family
- Server 2003 Function Levels
- Managing your Server Roles
- Using the 'Run As' Feature for Administration
- Windows Server 2003 Administrative Tools
- Microsoft Management Console
- Active Directory Users and Computers (ADUC)

Course Price**\$ 7,500**

Course Title USSMC 23

Conflict Resolution Training

Course Description

The ability to deal with people is even more important today with the pressures of our fast-paced environments. Being able to handle conflict in a productive way is frequently mentioned as one of the most challenging skills for people. The purpose of this training is to help managers and supervisory training participants reflect on their current approach in handling conflicts. This training is designed to make sure training participants are aware of areas they need to work on in resolving conflicts. Training participants will be provided with some effective conflict resolution strategies that will help them foster a more cooperative environment.

This training will involve role play of real life scenarios, simulated activities, group exercises and lecture.

Participants will:

- Define conflict.
- Understand what conflict is.
- Understand how conflicts are addressed in your agency.
- When to handle conflict.
- Review examples of conflict.
- Deterrence of conflicts.
- Problem-solving solutions for addressing conflicts.

Course Price

\$ 4,000

Course Title USSMC 24

Motivating Your Employees Training

Course Description

Participants will:

- Explore the basic principles of Frederick Taylor's concept of scientific management.
- Learn about Elton Mayo's Hawthorne Studies focusing on worker motivation.
- Learn about Maslow's Hierarchy of Needs and how these needs relate to employee motivation.
- Learn about McGregor's Theories X and Y and Ouchi's Theory Z used to explain worker motivation.
- Learn about the basic components of Herzberg's Motivator-Hygiene Theory.
- Learn about three contemporary theories on employee motivation that offer insights into improving employee performance.
- Learn how managers can redesign existing jobs to increase employee motivation and performance.
- Learn about the different types of teams that are being used in the Federal Government today.
- Learn about initiatives that are being used today to motivate and retain employees.

Course Price

\$ 4,000

Course Title USSMC 25

Effective Contracts Management Training

Course Description

Key Statues, Rules/Regulations:

FAR (Federal Acquisition Regulations)
Competition in Contracting Act (CICA)
Federal Property and Administrative
Services Act
The Federal Acquisition Streamlining Act
Federal Acquisition Reform Act
Performance Based Contracts

Contract Types:

Fixed Price/Fixed Price Incentive
Cost Reimbursement, CPFF, CPI
Recurring Contracts - IDIQ and
Requirements
Schedule Contracts - GSA, MOBIS, NISH,
Cooperative Agreements - CA
Memorandum of Understanding - MOU

Financial Aspects

Prompt Payment
Progress Payments
Unallowable Costs
Payment of Indirect Costs

Personnel

Contracting Officers
Contracting Officers Representative COR
Contracting Officer Technical
Representative COTR

Subcontract Management

Subcontracting Plan
Disputes with Subcontractors

Managing Contract Change

SF 30, Amendment of
Solicitation/Modification of Contract
Supplement Agreements
Unilateral Changes and Change Orders

Monitoring, Inspection and Acceptance

Delays
Stop Work
Terminations for Convenience
Terminations for Default
Documenting Past Performance

Payment and Disputes

The Prompt Payment Act
Invoicing
Collecting Contractor Debts
Contract Closeout
Disputes and Appeals before the Board of
Contract Appeals

Other Issues

Government Furnished Property
Audits
Investigations
Preparation of Statement of Works
Conduct of Market Research

Support Process

Developed Tracking System for
Procurement Process
Developed various E-government
Approaches for Procurement Process

Training and Business

Ethics
COTR and Contracts

Business Process Reengineering

Research Analysis
Gap Analysis
Customer Service Surveys
Technical Writing - Performance SOW



Unlimited Services Systems Management and Consultants

Reorganization

Course Price

\$ 800.00 per person

Course Title USSMC 26

Understanding the FAR and the Benefits to Your Small Business

Course Description

This Federal Acquisition Regulation (**FAR**) Training is intended for individuals who are interested in gaining a basic understanding of how to most effectively use the Federal Acquisition Regulation (FAR). Although the FAR is a very detailed and complex regulation, contracting parties in the federal Government marketplace must know the terms and conditions of the contracts they enter into. This course will improve the ability of students to select the right clauses, identify the correct procedures and improve their bargaining position during negotiations. In addition, students will learn how to keep up with changes to the FAR so they can always be sure that they have the latest and most relevant information. Our approach ensures that students will become familiar with the source document, which will enable them to immediately apply the knowledge they gain through this informative three-day session.

The course is taught by knowledgeable, highly skilled instructors who have a wealth of practical experience and know how to present complex material in an easily understandable manner. The key points in the class will be emphasized with practical exercises to reinforce the lessons learned and to provide the students with opportunities to apply the FAR to realistic scenarios. This approach ensures that every student will return to work with improved skills and the confidence to apply them to virtually any acquisition situation.

Course Syllabus

Course Overview

- Organization of the FAR
- How to Find the FAR
- How to Learn About Updates

General Sections

- Part 1-Federal Acquisition Regulations System
- Part 2-Definitions of Words and Terms
- Part 3-Improper Business Practices and Personal Conflicts of Interest
- Part 4-Administrative Matters

Competition and Acquisition Planning

- Part 5-Publicizing Contract Actions
- Part 6-Competition Requirements
- Part 7-Acquisition Planning
- Part 8-Required Sources of Supplies and Services
- Part 9-Contractor Qualifications
- Part 10-Market Research
- Part 11-Describing Agency Needs
- Part 12-Acquisition of Commercial Items

Contracting Methods and Contract Types

- Part 13-Simplified Acquisition Procedures
- Part 14-Sealed Bidding
- Part 15-Contracting by Negotiation
- Part 16-Types of Contracts
- Part 17-Special Contracting Methods

Socioeconomic Programs

- Part 19-Small Business Programs
- Part 22-Application of Labor Laws to Government Acquisitions
- Part 23-Environment, energy and water efficiency, renewable energy technologies, occupational safety, and Drug-Free Workplace
- Part 24-Protection of Privacy and Freedom of Information
- Part 25-Foreign Acquisition
- Part 26-Other Socioeconomic Programs

General Contracting Requirements

- Part 27-Patents, Data, and Copyrights
- Part 28-Bonds and Insurance
- Part 29-Taxes
- Part 30-Cost Accounting Standards Administration
- Part 31-Contract Cost Principles and Procedures
- Part 32-Contract Financing
- Part 33-Protests, Disputes, and Appeals

Subchapter F-Special Categories of Contracting

- Part 34-Major System Acquisition
- Part 35-Research and Development Contracting
- Part 36-Construction and Architect-Engineer Contracts
- Part 37-Service Contracting
- Part 38-Federal Supply Schedule Contracting
- Part 39-Acquisition of Information Technology
- Part 41-Acquisition of Utility Services



Subchapter G-Contract Management

- Part 42-Contract Administration and Audit Services
- Part 43-Contract Modifications
- Part 44-Subcontracting Policies and Procedures
- Part 45-Government Property
- Part 46-Quality Assurance
- Part 47-Transportation
- Part 48-Value Engineering
- Part 49-Termination of Contracts
- Part 50-Extraordinary Contractual Actions
- Part 51-Use of Government Sources by Contractors

Subchapter H-Clauses and Forms

- Part 52-Solicitation Provisions and Contract Clauses
- Part 53-Forms

Course Price

Small Business \$ 1150.00 per person

Course Title USSMC 27

Understanding the GSA Schedule and the Benefits to Your Small Business

Course Description

General Services Administration And Small Business

GSA actively seeks out large and small businesses able to provide nationwide or local services and products. The general services administration has established goals for awarding government contracts to these businesses and for subcontracting with small businesses. Some small business programs also have "set asides" under which certain contracts are reserved for competition among small or small disadvantaged businesses.

Typical GSA Purchases

Federal agencies typically make purchases from GSA contractors that range from 25K to 500k, without bid competition.

If you are not currently contracting with the U.S. Government through the General Services Administration (GSA), you may be missing a growth opportunity!

GSA offers businesses the opportunity to sell billions of dollars worth of products and services to federal agencies and the military through GSA approved federal contractors.

This live training seminar provides you with ample information so that you can decide whether a GSA Schedule is something you should obtain, and if so, the nuts and bolts of doing so. This training also addresses the importance of diversification and how your organization should address the real life needs of the government through the GSA Schedule.

Course Price \$ 225.00 per person

Course Title: USSMC 28**Personal Financial Planning****Course Description**

Our Personal financial planning training consists of three general activities. Through this training we will help our participants:

- Control day-to-day finances to enable you to do the things that bring you satisfaction and enjoyment.
- Choose and follow a course toward long-term financial goals such as buying a house, sending your kids to college, or retiring comfortably.
- Build a financial safety net to prevent financial disasters caused by the unknown catastrophic illnesses or other personal tragedies.

You will learn the necessary skills that will help you survive our spend, spend, spend society. The training is designed to help you evaluate your money management progress. You will learn the step-by-step process for better money management in addition to a fast track approach which will be a quick reminder for you for the rest of your life.

Our instructors have presented financial education seminars to thousands of people from the private, public and commercial sector. You will be able to interact one-on-one with the instructor, Darayl Davis, and receive individualized feedback on your assignments. Darayl's extensive financial planning expertise will give you the specific steps and direction you need to put a solid financial plan in place that will give you financial rewards for the rest of your life.

Upon successful completion of the Personal Financial Planning program students will be able to:

- Assess how they manage their money on a day-to-day basis
- Complete a personal budget and balance sheet, the two most important financial tools that everyone needs, on a regular basis.
- Deal with any crisis situations that might affect ones ability to effectively manage their finances.

- Identify ways to cut expenses and find extra money to save for financial goals.
- Work out a payment plan with creditors and know what to say if they are behind on bills.
- Determine their personal values, goals, and dreams based upon the psychological issues that are important to the student.
- Know how to save the money needed to accomplish short, medium and long term personal financial goals, such as buying a home, saving for college education, paying off credit card bills and whatever else the student may want to accomplish.

Course Outline

I. The Bottom Line

- a. How are finances being managed now?
- b. Financial planning defined

II. Building Better Foundations

- a. Why do some of us waste money and others not?
- b. Identify areas for improvement
- c. Suggestions for changing your attitude about spending and saving

III. Where Are You Now?

- a. Adding up your debts, income, assets, and regular living expenses
- b. Determining extra cash flow

IV. Think Twice: Situations Requiring a Clear Head

- a. Tips for Crisis or Surprise Situations
- b. Eliminate crisis situations
- c. Making positive improvements to your financial life

V. Immediate Actions

- a. Cutting expenses and finding extra dollars
- b. Other ways to generate extra money
- c. Doing regular budgeting
- d. Working out a payment plan
- e. Consumer cautions
- f. Creditors

- g. Credit agencies
- h. Loan consolidations

VI. Determining Values, Goals, and Dreams

- a. Examining general values, beliefs, and goals
- b. Determining financial goals

VII. Next Steps

- a. Projecting and minimizing the costs of goals
- b. Finding and committing the dollars
- c. Making your money work for you vs. you working for money
- d. Doing it, staying on top of things, and celebrating!

Prerequisite:

This course is designed to help anyone who is interested in learning how to better manage their personal finances.

Min/Max # Participants: 75/100

Cost: \$150.00 per person

Course Title: USSMC 29

**Diversity:
Valuing and Managing Diversity in the Multi Cultural Work
Environment**

Course Description



Accommodating and valuing the diversity in each organization is the most effective means of meeting the challenges of the future. When diversity flourishes in an organization, each member is a committed contributor. This happens when agenda range of responses are encouraged and valued. Diversity effectively managed becomes a competitive advantage. Communication in the workplace moves beyond the superficial to enable the movement of meaningful information.

The purpose of this training is to provide information and sensitivity training needed to assist managers and supervisors in recognizing, valuing, and managing diversity and in reducing prejudice.

This training will expand each participant's vision and understanding about the culture of others and provide a foundation for resolving conflicts among employees.

Comment:

Highlights: 1. What cultural diversity is and how it impacts your organization.
2. Five basic competencies to effectively manage across cultures

3. How to communicate effectively in a culturally diverse workplace
4. How to maximize productivity by valuing diversity its synergy and the changes it yields
5. Define your internal demographics and assess your organization's needs.

Instructor: TBD

Topic-subject areas:

- Diversity Awareness
- Changing Corporate Culture
- Understanding Diversity
- Benefits of Diversity

Target Audience: Managers and Supervisors

Prerequisites: None

Course Objectives At the conclusion of this training program, participants will be able to do the following:

- Recognize the value and strengths of diversity within the Pretrial Services Agency and its contributions to the organization's mission, vision, and effectiveness
- Define the responsibility of all employees to support diversity in the Forest Service workplace
- Identify ways to work more effectively with employees of diverse backgrounds at all levels within the organization.
- Understand the impact of culture on communication and performance
- Understand communication pitfalls when managing a culturally diverse workforce.
- Learn the importance of and strategies to communicate expectations effectively and negotiate agreements that work

- Identify the competencies and behaviors necessary for an organization to honor, value and benefit from its diversity
- Increase awareness of the creativity, range and power the diversity of an organization brings to meet corporate challenges
- Make practical links between the valuing of workforce diversity and organizational efficiency, effectiveness and productivity.

Min/Max # Participants: 20/25

Cost: The cost for the Valuing and Managing Diversity in the Multi Cultural Work Environment workshop is 200.00 per student.

Course Title: **USSMC 30**

Transitioning Basic CEO Leadership Development Training

Course Description

Participants will learn the objectives outlined below.

- Understand the Business and Strategic Planning Processes
- Understand the Unique Business Culture of the Federal Government Market Place
- Understand the Unique Challenges and Opportunities when Marketing and Engaging in Business with Federal Government
- Learn the Basics of the Federal Government Procurement Process and How to Write Winning Federal Government Proposals
- Explore Effective Management and Leadership Techniques Unique to 7(j) - 8(a) Small Business Owners
- Learn About Special Programs Available to the 7(j) - 8(a) Small Business Owner such as Mentor Protégé Program, Technology Transfer/SBIR Programs, the Government Surplus Program
- What is a Business Plan?
- Brainstorm Question
- Purpose of a Business Plan
- Business Plan Outline for Investors or Lenders
- Corporate Strategic Plan
- Case Study

- What is Marketing?
- Marketing Strategy for the CEO
- What Does Effective Marketing Mean for CEOs?
- Business Development Tips
- How to Setup Company Operations
- Teaming Agreements and Joint Ventures
- Types of Teaming Arrangements
- Are Teaming Relationships Legal?
- Traditional Teaming: Drafting and Other Issues
- Affiliation – Ostensible
- How Do I Register with the Federal Government?
- How to Effectively Reach the Perspective Customer?
- The OSDBU and the Small Business Specialist
- OSDBU Focus
- OSDBU Tools
- Case Study
- Best Strategies
- How to Process Program Offering, and Acceptance
- SBA's Decision on Acceptance Work
- Case Study
- The FAR: Intended Results
- Federal Point of View
- Contract Bonds Covered by an SBA
- Types of Contracts
- Performance-Based Acquisition
- Performance-Based Contract
- Procurement Process
- Request for Proposal (RFP) Format
- Solicitation Award Process
- Post-Award Administrative Phase
- Elements of Winning Federal Government Contracts
- Case Study
- Key Step to Get on the GSA Schedule
- Sample Forecast
- Acquisition Reform
- Impacts on Federal Acquisitions
- Market Place
- SBA Initiatives
- Government Acronyms
- The Stimulus Package and what it means to the small business

Min/Max # Participants: 25/30

Cost 37,500.00



USSMC COURSE REGISTRATION FORM

NOTE: Full or Partial completion of this form is taken as acceptance by those people listed &/or authorizing this form, of the USSMC Booking & Cancellation Policy shown below. Students may also register on- line at www.ussmc.com and visit our registration for the announced class.

Course Title: _____

Course Date: _____

Name: _____ Position/Title: _____

Mobile No: _____ Email: _____

Company: _____

Company/Private Address: _____

_____ Zip Code: _____

Company Phone: () _____ Fax: () _____

Authorized by: _____

Position/Title: _____ Email: _____



Email addresses will be used to provide updates on USSMC Training & confirmation of your registration. Indicate if you wish to receive updates: Yes /No

Return your completed registration

(A week prior to the course date of actual class instruction is (Course Amount Specified) See section 8 of our policies.

Form with payment to:

USSMC Finance and Accounting Division
9701 Apollo Drive, Suite 200
Largo, Maryland 20774

How did you hear about the Training?

Our Web_____ Other_____
Friend or Associate_____
Radio_____ Television_____
Internet_____

Ph: 301-322-2247

Fax: 301-322-8761

Email:

wgrobinson@ussmc.com

Total Payment: \$_____

Method of Payment

Check_____

Debit or Credit card_____.

Name of Bank:

Visa___ / MasterCard ___/A/E___

Code on Back of Card_____

Expiration Date:_____

Name of Cardholder:_____

Card Number:_____

Signature:_____

USSMC Booking, Cancellation & Refund Policy:

1. Places are allocated in order of receipt of registration form and payment of fees. Payment is required prior to class commencing or space cannot be guaranteed.
2. Written cancellation received less than three days prior to the commencement of the course will be subject to an administration fee of **\$25** per person. Written advice should be directed to the Training Course Administrator.
3. No refund will be given for cancellations received within three days of commencement of the course.
4. If no written cancellation is received prior to the course, & the participant does not attend on the day(s), then the participant or the authorizing company or individual are liable for full course fees.

5. If a participant cannot attend, a substitute can attend in their place. Written notification must be directed to the Training Course Administrator.
6. USSMC reserves the right to cancel or postpone a course in the event of unforeseen circumstances or insufficient numbers.
7. If a course is cancelled participants will be booked onto the next available course.
8. If they register the day of the course the course fee will be an additional **\$75.00**.
9. The normal class size for most of trainings are 25-30 participants for each session. A single per person rate can be computed by dividing the rate by the number of people (25 or 30). The minimum class size can be negotiated with the customer if appropriate. The minimum class size can be negotiated with the customer if appropriate. If a per person rate is listed above then this is the cost per person for the class regardless of the number of students who will be in attendance.

USSMC Privacy Policy:

USSMC Training Solutions is committed to protecting your privacy & the confidentiality of information provided to us as per the Privacy Act 2001. The information you provide is necessary for the processing of your registration & updating your current records with us. The information will be used to contact you regarding registrations & cancellations, a range of current & future development opportunities, & other prospective events that may be of interest to you. Information provided by you will only be disclosed to a designated USSMC personnel as a part of the registered training organization Total Quality Services requirements. Students may opt out of receiving marketing material by contacting the USSMC Training Course Administrator & requesting to 'unsubscribe'.

Location of Class: USSMC Headquarters

9701 Apollo Dr. Suite #200

Largo, MD 20774

Directions: [Click Here](#)



Unlimited Services Systems Management and Consultants