GSA Schedule

GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service

Authorized Federal Supply Schedule Price List

Schedule for Professional Services Schedule (PSS)
Federal Supply Group: 00CORP

Contract Number: 47QRAA18D009X
Contract Period: 05/29/2018 – 05/28/2023
Supplement 2: Good through Mod PA-0002 dated 12/14/2018

THE THRIVAL COMPANY LLC

Mailing address:
5701 W. Slaughter Lane, Bldg. A130 Ste. 444
Austin, TX 78749-6532

MAIN OFFICE (512) 481-2123
FAX (512) 857-1322
www.thrivalcompany.com

BUSINESS TYPE: Small Business, WOSB, DBE

Deanna Koelzer | Government Contracts Administration | Boise, ID |
Office: +1 208-991-8264 | deanna@thrivalcompany.com |

Elizabeth Frisch | Government Contracts Manager | Austin TX |
Office: +1 512.301.1451 | Cell: +1 512-656-7518 | elizabeth@thrivalcompany.com |

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage*!™, a menu-driven database system. The INTERNET address for **GSA** *Advantage*!™ is: **http://www.GSAAdvantage.gov.**

Table of Contents

Section 1: CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	SIN Description
874-1	Integrated Consulting Services
874-1-RC	Integrated Consulting Services – Disaster Recovery
874-4	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
874-4-RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration – Disaster Recovery
899-1	Environmental Consulting Services
899-1-RC	Environmental Consulting Services – Disaster Recovery
00CORP-500	Order Level Materials
00CORP-500RC	Order Level Materials – Disaster Recovery

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

See course pricing in Section 3

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

See service pricing per hour in Section 4.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic Only

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: 1% for orders over $100,000.00

The negotiated discounts will apply only to service task orders (not courses) issued under the resultant 00CORP contract and must be stated on all invoices. Thrival is offering this discount for the base period of the task order only.

8. Prompt payment terms: Net 30 days

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes

10. **Foreign items (list items by country of origin):** None

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

11b. **Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:**

Expedited delivery is available. Contact Contractor.

11c. **Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:**

Expedited delivery is available. Contact Contractor.

11d. **Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery:**

Urgent requirements can be addressed. Contact Contractor.

12. **F.O.B Points(s):** Destination

13a. **Ordering Address(es):** Same as Contractor

13b. **Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**

14. **Payment address(es):** Same as company address

15. **Warranty provision.:** Contractor's standard commercial warranty.

16. **Export Packing Charges (if applicable):** N/A

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor

18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

19. **Terms and conditions of installation (if applicable):** N/A

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A

20a. **Terms and conditions for any other services (if applicable):** N/A

21. **List of service and distribution points (if applicable):** N/A

22. **List of participating dealers (if applicable):** N/A

23. **Preventive maintenance (if applicable):**   N/A

24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A

24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:** www.Section508.gov/. N/A

25. **Data Universal Numbering System (DUNS) number:** 079100007

26. **Notification regarding registration in Central Contractor Registration (CCR) database:** The Thrival Company is listed in CCR

Section 2: FIRM OVERVIEW

The Thrival Company LLC ("Thrival") is a global management consulting firm providing change management, turnarounds, business performance and compliance auditing/assessments, environmental, health, and safety compliance, training, and related services to organizational performance.

We believe that leaders are made not born and that simple practices mastered through daily practice, produce extraordinary results.

Known as organizational "fixers" with a heart of gold, Thrival provides team members to our clients with experience in engineering, technology, information technology, business, psychology, sociology, culture, combined using our trademarked approaches to deliver comprehensive services and trainings that address both the 'head' and 'heart' aspects of keeping an organization operating at peak performance. Our core value is EMPOWERMENT.

The Thrival Company was founded by Elizabeth Frisch. Best Selling Author of *Mission to Million$ - Taking Big Ideas and Making Them Reality*. She started her career in the early 90's as a chemical engineer working on processes and systems; but was frustrated at the lack of sustained performance around those engineered systems. In 2000, she decided to cross-train into human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans".

The Thrival Company was founded on her passion for combining technological solutions with high performance leadership and culture change work. As a social entrepreneurial management consulting firm, The Thrival Company focuses on leading organizations to consistent high performance culturally, socially, financially, and environmentally (Our Quadruple Bottom Line).

Our staff and faculty are not just trained coaches, engineers, project managers, designers and facilitators, but recognized leaders and life-long learners in the areas of business transformation, culture change, leadership development, team building, strategy and the new social media environments.

Business/Corporate
Development in the Private Sector

Business is the backbone of the Global economy. Our faculty have worked with more than 50 different business sectors in all aspects of business leadership, operations, and performance.

Non-profits
Building Sustainable Growth

Non-profits need to understand that they are businesses as well. Without sustainable performance models unique to their vision, they cannot carry out their mission. We are passionate about supporting non-profits making a difference in the world!

Governmental
Growing the Public Sector

The Thrival Company leads the way in public sector agency organizational and program development. Our innovative programs bring unique models and toolsets into the traditional public sector approach for amazing results.

We also stay connected to the best and most effective models to drive performance through our strong connections with university research on these topic areas. Our personnel have provided services to more than fifty unique business sectors, federal, state, and local governments, non-profits, and the U.S. Military. Thrival has provided training and consulting services for more than 15 years. Under this GSA, Thrival personnel can provide the following services:

Making Things Happen - Business Performance

Speaking and Training - Leadership and Technical Competency

Conserving Resources – EHSMS and Facilities Engineering

874-1 Integrated Consulting Services

874-4 Training Instructor Led Web-base & Course Development

899-1 Environmental Consulting Services

874-1 ICS Capabilities

Thrival personnel can provide the following integrative consulting services as required:

- Expert advice, assistance, guidance or counseling
- Change management & organizational and business improvement efforts.
- Strategy sessions, studies, analyses and reports
- Documenting developmental, consultative or implementation efforts.
- Consultations on strategic, business and action planning;
- People and systems alignment;
- High performance work environments;
- Leadership styles, systems, assessments

- Performance measures and indicators and metrics development;
- Process and productivity improvement;
- Organizational, team, leadership and personnel assessments;
- Surveying services (methodologies, planning, design, and development, administration; data validation and analysis)
- Reporting,
- Community and Stakeholder briefings;
- Program assessments, compliance audits, performance and compliance evaluations.
- Training assessments, re-design, design, optimization and evaluation
- Social/digital presence development and implementation
- Risk assessments

874-4 Training Capabilities
(including instructor led, web-based, course development and testing)

Thrival provides comprehensive leadership and compliance training. Our unique and engaging course work is facilitated by trainers competent in adult-learning behaviors, psychology as well as expertise in the content they are presenting. Training includes

- Individual topical courses in performance and compliance
- Train-the-trainer
- Facilitation training
- Compliance training
- Management/Leadership training
- Project Management/Implementation Training
- Audit training
- Mobility training, web-based training, and testing
- Boot Camps, Retreat, Summits, and Immersion Events

899-1 Environmental Consulting Services
Thrival personnel can provide environmental consulting services including permitting, modeling, auditing, program development and implementation, recordkeeping, reporting, design, regulatory negotiations, public notice, community meetings, etc. in the following programmatic areas:

- Clean Air Act (CAA) including Title V, RMP, NSR, PSD, ODS, M/B/GACT, etc.
- Clean Water Act (CWA) including NPDES/SWPPP/DW
- Resource Conservation and Recovery Act (RCRA), LQG/SQG/VSQG, TSDF, etc.
- Emergency Planning and Community Right to Know Act (EPCRA) – TRI, Tier I/II
- Comprehensive Environmental Response, Compensation and Liability Act (CERCLA)
- Toxic Substance Control Act (TSCA)
- Storage Tanks (AST/UST)

Section 3: COURSE PRICING AND ASSOCIATED COURSE DESCRIPTIONS

Thrival provides both management and leadership as well as environmental training courses. Detailed course content can be found in Sections 3.1 – 3.17.

PERFORMANCE/MANAGEMENT TRAINING					
SIN	Course Name	Length	Min. Participants	Max* Participants	Price Including IFF
874-4	Root Cause Mastery (3.1) *Solve Pervasive Problems Permanently*	1 day	1	25	$2,500.00
874-4	Powerful Presentations (3.2) *Ensuring Impact When Presenting*	2 days	1	25	$5,000.00
874-4	Change Yourself Change Others (3.3) *Mastering Behavior Change*	1 day	1	25	$2,500.00
874-4	Lead Yourself Lead Others (3.4) *Mastering Leadership*	1 day	1	25	$2,500.00
874-4	Mission to Million$ (3.5) *Taking Big Ideas & Projects and Making Them Happen in Real-Time*	3 days	1	25	$7,500.00
874-4	Leadership in Auditing (3.6) *Auditing to Drive Performance, Compliance, & Behavior Change*	3 days	1	25	$9,000.00
874-4	Facilitation Master Training–Beginner (3.8) Basic *Skills Building in Facilitation*	1 day	1	25	$2,500.00
874-4	Facilitation Master Training – Advanced (3.9) *Facilitating Meetings & Events (incl. Basic)*	2 days	1	25	$5,000.00
874-4	Facilitation Master Training – Professional (3.10) *Facilitation Teams and Complex Initiatives (incl. Basic/Advanced)*	3 days	1	25	$7,500.00
874-4	Management Mastery in a Mobile Work Environment (3.11) – *Managing Employees in the New Mobile/De-Centralized Workplace*	1 day	1	25	$4,000.00

ENVIRONMENTAL TRAINING					
SIN	Course Name	Length	Min. Participants	Max* Participants	Price Including IFF**
874-4	Environmental Compliance Boot Camp – Beginners (3.12)	1 day	1	25	$2,500.00
874-4	Environmental Compliance Boot Camp – Intermediate (3.13)	2 days	1	25	$5,000.00
874-4	Environmental Compliance Boot Camp – Advanced (3.14)	3 days	1	25	$7,500.00
874-4	SPCC Training (3.15)	1 day	**1**	25	$2,500.00
874-4	Stormwater Training (3.16)	1 day	1	25	$2,500.00
874-4	USDOT and/or RCRA Boot Camp Training (3.17)	1 day	1	25	$2,500.00

*Additional participants and days as well as customized content are available based on client request on an open market basis. Please contact contractor for more details.

**The course rates shown above include the Industrial Funding Fee (IFF) of 0.75%.

CONTINUING EDUCATION CREDITS (CEUs) MAY BE AVAILABLE TO YOUR PERSONNEL FOR ANY OF THE COUSES LISTED ABOVE. CONTACT CONTRACTOR.

Section 3.1 - Root Cause Mastery Course Description

The ability to conduct effective root cause analysis is an essential tool to have as a skill set for any effective manager, leader, auditor or project manager. Yet, root cause analysis methods are rarely taught to anyone but engineering or design professionals. This course is an intensive 8-hour or 12-hour hands-on, experiential learning course. We will teach the six most common methods of root-cause analysis that can be used powerfully by any auditor, project manager, or organizational leader. Mastery will be achieved by breaking into teams and practicing each method based on scenarios provided. You will leave this course with a practical, experiential basis to start incorporating root cause analysis into your own position at your organization and become one of the most valuable people in your organization. Please note this course includes significant break-out time to practice skills learned; therefore, participants must be ready to master the content and spend less than 30% of time in receiving content and the bulk of the time practicing and building skills.

Introduction: Root Cause Analysis Overview

• Overview of Root Cause Analysis
• Problem Types
• Problem Definitions
• Case Studies, Method Selection

Lesson 2: Forming the Team

• Identifying key personnel
• Group problem solving
• Building root cause analysis into projects
• Problem solving simulations in small groups with feedback from instructor

Lesson 3: Finding the Root Cause

• Methods of completing root cause analysis
• Explore chains of causes, cause and effect charting
• Study interrelationships and the need for evidence
• Use data analysis & investigative tools
• Identify root causes
• Breakout sessions by team to practice choosing the appropriate root cause method

Lesson 4: Fix the Root Cause

• Propose potential solutions
• Solution brainstorming
• Solution qualification
• Develop action plan to implement solution
• Recommending effective solutions
• Breakout sessions by team to practice problem solving using the appropriate root cause method

Lesson 5: Overcoming Barriers

• Barriers to Root Causes Analysis
• Solutions to Barriers

Lesson 6: Tying it all together - Real world simulation of crisis requiring immediate solution

Section 3.2 Powerful Presentations Course Description

For your personnel to be successful in your desired outcomes in communicating and training effectively, your employees will not only need to be able to learn how to present very technical information in an impactful manner but also manage anxiety, engage the audience, create rapport, and keep people interested in what they are saying throughout the whole presentation. Our Powerful Presentations training addresses the three core elements to achieve these goals in a three-part approach which addresses the psychological aspects, the technical aspects, and the empowerment aspects of creating great presenters.

Part 1: The Psychology of Presenting

To be a great presenter you must know what makes you fascinate as a presenter and how to identify your audience and interact with them to engage and build rapport. The goal of part 1 is to allow the presenter to gain understanding of themselves and their audiences. It is critical that every presenter master how to leverage their own unique personality and style as well as understand the dynamics of presentations from the audience standpoint.

In Part 1 you will discover:

- What your core default is in any presentation situation and how to use that to your advantage
- What is fascinating about you and your unique personality type and style
- How to remove your 'baggage' that everyone has, no matter how 'great' of a presenter you are. We teach the 7 Baggage's that Presenters (and everyone else) in the room is holding onto during presentations
- How to define your audience from understanding the three learning types to the dynamics of consenters and disruptors and everyone in-between.
- Mastering your one-minute message (your OM2) and ensuring that everyone in your presentation takes home exactly what you intended to communicate.

Part 2: Building Powerful Presentations

What makes a presenter consistently great no matter the audience or the content? They know how to manage the three learning types and five personalities that sit in every audience as well as use a consistent template to deliver key information. Good presentations are uncommon, but great presentations are rare as red diamonds. That's because, when it comes to presentations, the jump from delivering a good presentation to delivering an absolutely great one is way larger than the jump from sitting through a bad presentation to acknowledging a good one. Technical presentations are even more challenging than other presentations because communicating data effectively is different than communicating results.

Part 2 focuses on how to consistently deliver powerful presentations no matter the topic or audience by understanding and applying key adult learning behavior and visual, auditory and kinesthetic triggers. We provide the best tactics from neurolinguistics programming to the psychology of using photos and graphics to engage and build rapport with your audiences.

Good presentations contain valid information that is useful to the audience (hopefully). You are presented with each piece of data in a way that is thoroughly fact-checked, accurate, and never misleading. Good presentations provide honest data in an honest way. Great presentations contain minimal information. All information that is not 100 percent relevant is stripped away, including information noise such as fancy slide work or pictures that have no relevance to the message. We teach you how to do that and master your core message.

Part 3: Empowerment through Skills Building

Training is great but what happens when you leave? This section ensures that attendees are walking out of the training event with the confidence to know that "I've got this!" when your next presentation opportunity comes up.

Section 3.3: Change Yourself Change Others –
How to shift your own behavior to support others in shifting.

It's so easy to find fault in others and criticize them for their inability to change. We often get frustrated by our lack of control or power to get others to change. Yet, the key to mastering working with others to shift their behaviors is to master shifting your own behaviors and creating practices and opportunities for others to master shifting their own behaviors.

This fun, engaging course series provides 8 critical practices to shifting yourself so you can powerfully shift others. Each practice is fun to practice, simple to implement and works across any organizational culture. This course is part of the Defying Gravity Leadership Series of Seminars and Retreat Events program series. Elizabeth Frisch, the course developer, is a best-selling author and business performance consultant to Fortune 100 – 1000 companies, local, state, and federal government agencies, non-profits and the U.S. Military. She is a graduate of Purdue University and holds a degree in Chemical Engineering. In 2002, after the birth of her first child, she was diagnosed with two autoimmune diseases, a failing thyroid, 140 pounds overweight, and desperately trying to help her son who was diagnosed with an autism spectrum disorder. Through that experience, Elizabeth realized she was going in the wrong direction with her career and life and that 'you can't engineer humans'. She quit her job, lost 100 pounds, put both diseases into remission, launched her first company, and cross-trained in psychology, health, organizational development and business transformation.

Fast forward 12 years, and she is now a best-selling author, keynote speaker, business auditor, high performance organizational coach and serial philanthropist. She founded The Thrival Company, a women-owned business head-quartered in Austin, Texas (www.thrivalcompany.com) helping clients make their big ideas happen locally and globally. Her first book, Mission to Million$ - Taking Big Ideas and Making Them Reality, has achieved bestseller status. In 2015, she was a Top 3 finalist out of hundreds of nominations for Small Business Leader of the Year by the Austin Chamber of Commerce.

MODULE 1 – The power of hidden views

At the end of the day, your organization's culture is just a collection of individual behaviors driving to a predictable outcome called 'The Cycle of Self-Fulfilling Prophecy". Learn how to identify these views, their impact, and how to shift them and break that cycle.

MODULE 2 – The power of being uncomfortable

All high performing people and organizations have mastered using discomfort to stay in the high performing zone. Done incorrectly, this tool can create horribly toxic work environments and done correctly highly innovative and high performing teams. We will teach you how to do it the right way.

MODULE 3 – The toxic cycle of failure

What happens in your organization when something (or someone) fails? High performing organizations, regroup quickly, thrive and deliver even better success out of failure in a fraction of the time that other organizations do. In this module we teach you a powerful model for handling failure and coming out of failure to success.

MODULE 4 – Creating a 'no drama' work environment

Are you exhausted by the drama at work? Do you feel like everything is a roller coaster ride from crisis to crisis or issue to issue? What if in one powerful practice, you could eliminate that tomorrow? This module teaches one of the most effective crisis/personnel management tools used by the most effective leaders and change agents worldwide.

Change Yourself/Change Others Modules (cont.)

MODULE 5 – Fault is your friend

Why is it common to blame the other person for something? What is our fear and others' fears of 'owning it' when it comes to problems or breakdowns? This module dissects that culturally pervasive phenomena and delivers an easy solution to start changing your culture to one of accountability and ownership.

MODULE 6 – The Emotionally Resilient Employee

A search on Google can show a lot of theories on why emotional resilience is important, how it is important to be emotionally resilient and how emotionally resilient people are more successful in life. But what does that look like in your day-to-day work and home life? How do you develop emotional resilience? This module answers that question and provides a framework to build this skill in every employee at your organization.

MODULE 7 – Procrastination kills Productivity (and satisfaction and health)

We all do it. We are all guilty of it. Yet it grows and pervades in most organizations until someone consciously routes it out. In these sections we help you design your plan to eliminate procrastination from your organization.

MODULE 8 – Committing to the Infeasible and Unreasonable

Every great organization knows the power of this practice. Yet few do it…this section breaks down the barriers culturally, socially and organizationally to allow you to shift your organization to master this practice and reap the benefits of it.

Section 3.4 - Lead Yourself Lead Others -
How to master personal leadership and explode into personnel leadership

This course and/or keynote is a great complement for Change Yourself/Change Others and is designed for organizations with teams and leadership interested in producing extraordinary results from ordinary practices we take for granted. You can read a lot of books about great companies and organization theory and yet see no change in your own organization.

This course was designed based on the best theoretical data on personal and organizational leadership yet takes all this one step further to provide practices and a framework to make theory a reality in your organization. In this course we prove that ordinary things done consistently produce extraordinary outcomes in leadership. You will come out of this workshop with a whole different view of leadership within yourself, at home, at work, and in your community.

This course is part of the Defying Gravity Leadership Series of Seminars and Retreat Events. Elizabeth Frisch is a best-selling author and business performance consultant to Fortune 100 – 1000 companies, local, state, and federal government agencies, non-profits and the U.S. Military. She is a graduate of Purdue University and holds a degree in Chemical Engineering. In 2002, after the birth of her first child, she was diagnosed with two autoimmune diseases, a failing thyroid, 140 pounds overweight, and desperately trying to help her son who was diagnosed with an autism spectrum disorder.

Through that experience, Elizabeth realized she was going in the wrong direction with her career and life and that 'you can't engineer humans'. She quit her job, lost 100 pounds, put both diseases into remission, launched her first company, and cross-trained in psychology, health, organizational development and business transformation. Fast forward 12 years, and she is now a best-selling author, keynote speaker, business auditor, high performance organizational coach and serial philanthropist. She founded The Thrival Company, a women-owned business head-quartered in Austin, Texas (www.thrivalcompany.com) helping clients make their big ideas happen locally and globally. Her first book, Mission to Million$ - Taking Big Ideas and Making Them Reality, has achieved bestseller status. In 2015, she was a Top 3 finalist out of hundreds of nominations for Small Business Leader of the Year by the Austin Chamber of Commerce.

Part 1 – Why Can't We All Just Get Along? The 8 Essential Practices of Leaders

Day 1 focuses heavily on soft-skills development that all managers must master to maintain high performance for themselves and their teams.

- The 8 Aspects of Humanity all Managers/Leaders must master in the workplace
- The Illusion of Management Control in the Modern Workplace
- Which direction do you and your team point? The Leadership Compass
- The 7 Baggage's that Sink Managers (and everyone else) in Organizations
- No body Nobody
- The Emotionally Resilient Manager
- The Power of Commitment
- Excellence Over Perfection – Making Peace with the "F" Word
- What, me worry?
- Win-win Solutions
- Four-square decision-making
- What you Speak You Create

Lead Yourself Lead Others Content (cont.)

Part 2 - What Did You Say? Critical Communication (Written/Verbal)

Part 2 focuses on the various modes of communication involved in managing a team and how the manager can ensure they and their team have mastered communication tools and techniques that work for internal communication within the team and external communication to clients and partners. Topics covered include:

- Motivational Interviewing

- Neuro-linguistic Programming (NLP)

- Conflict Resolution & Mediation

- Team Communication

- Team Performance (giving and receiving positive and negative feedback and appraisal of leader/team)

- Essential Strategies for Reporting Findings (Exit Interviews/Written Reports/Management Briefings)

- Basic Facilitation Skills

Section 3.5 - Mission to Million$ - Taking Big Ideas and Making Them Reality

Did you know that 99.9% of ideas fail to launch? Have you ever had a great idea or project, or goal and it never happened? How many of you in your job have felt frustrated watching idea after idea and goal after goal fail? Most big ideas never make it out of our heads, much less into our work, home or community.

We have been taught from a young age to let most ideas go, as it's just 'not possible' or we stop trying to make an idea happen because there is too much resistance. Yet all positive change in our society can be attributed to people fulfilling on big ideas despite failures, resistance, and mistakes.

You can be one of those 'goal' leaders! This high energy keynote and/or course gets to the root of the problem and leaves attendees inspired and empowered to go out and make their ideas happen! You can be one of those 'idea' leaders! After 20+ years of working with people across every level of government, business, and non-profit, Elizabeth Frisch, the course developer, has found that being a person who can take big ideas to reality has nothing to do with where you came from or what education you have had. It has everything to do with mastering simple practices to nurture the idea out of your head, sharing it, and spreading it into the world, whether it takes you 1 month or 100 years.

This course teaches practices to help you become a master at shepherding an idea out of your head and into your home, workplace, community and world. You will get a practical, replicable framework that scales to any size of organization. Featuring our trademarked ACCIB approach, you will turn your implementation success rate around.

- **A**NCHOR your ideas and move out of survival mode.
- **C**OMMIT to your ideas and write SMART goals to deliver on that commitment.
- **C**OMMUNICATE your vision and mission statement clearly.
- **I**DENTIFY your baggage to start producing successful outcomes.
- **B**UILD your project plan, your right team, and case for action.

Module 1 – What is your big idea(s) and why isn't it done yet?

- Why do 99.9% of ideas in your head fail to launch?
- Vision Paralysis
- Goals and gratitude's – why goals and gratitude can fail
- Survival vs. Thrival states of being
- Individual level impacts of each state of being
- Corporate/organizational level impacts on revenue, profits, innovation and
- employee satisfaction
- Where did all those good ideas go?

Module 2 – The Stages of Idea Growth (or Death)

- The Stagnation Model of Project/Idea Development
- The Expansion Model of Project/Idea Development

Module 3 – Shift Your Mind (and your Culture) to Idea Implementation

- Awareness
- Anchoring your vision
- Action

Mission to Million$ Course Content (cont.)

Module 4 – Why so many ideas fail when you try to communicate them…

- How we communicate versus how the human mind listens
- How to fertilize your idea through communication
- 5 words that sabotage all ideas/projects and increase change of failure
- Advocates, allies, and other important support systems
- Mastering your One-minute mission message (Your OM3)

Module 5 – Your emotional baggage

- The 7 Voices in Your Head that Kill Your Ability to Implement
- Overcoming objections (your own and others)

Module 6 – Building your Idea Project Team

- The key characteristics of high performing teams
- The Leadership Compass
- Identifying and capitalizing on learning and management styles to drive high performance
- Who people are being is often more important then what they know – building the right team to
- deliver high performance
- How big should your team be?
- How do you find the right team? (internal and external networking)

Module 7 – Building your call to action (Your business case)

- Do you speak the language of leadership, strategy, finances, technology, marketing & sales, human resources?
- The power of the new social media environments to drive change and idea implementation
- Excellence over perfection
- Effective case/project design
- Root cause analysis to solve the right problem the first time!

Module 8 – Building your 'fan' base

- Are you 'donor-centric' – Why most change initiatives fail to implement or fail once implemented
- Who are the five personalities that support (or kill) your idea
- Defining your ideal idea avatar(s)
- Building your idea to 1MM fans, supporters, customers (or whatever your goal is)

Module 9 – Commit or quit

- How we have been taught to write bad goals, bad plans and therefore, torpedo our execution
- Technology and culture – the intersection to making ideas succeed or fail
- The simple project framework and strategic plan
- Making it last – why most organizations and teams fail in the first five years and how you won't

Module 10 – PLAN IT, PRACTICE IT, BUILD IT (Optional)

- This module is an optional and highly recommended practicum where the teams can work one-on-one in an intense immersion experience with the course facilitator to get their entire plan in place as well as practice key components 'soft skills' to be sure that they walk into work on Monday morning ready to go!

Section 3.6 - Leadership in Auditing - Performance and behavior-based auditing

What are the essential skills for people management versus project management in assessing performance and compliance? How does the auditor's role as applied to an auditing function differ from the every-day management of a business division?

Leadership in an organization's auditing division is far more challenging than most people realize. While external auditors come and go, internal auditors must be aware of, navigate, and maintain their personal and professional relationships in the organization each and every day.

Audit managers must be highly effective at their job, finding weaknesses of the organizational systems and culture, while still maintaining high performing working relationships with their organization leaders and their audit team members.

> *"As the internal audit function continues to evolve, we are seeing a transformation in the skills and attributes required for success. The most effective internal a auditor possesses a broad range of non-technical attributes in addition to deep technical expertise."*
>
> *Richard Chambers, President & CEO of The Institute on Internal Auditors (IIA).*

All these dynamics must be managed while communicating what can be at times incredibly difficult and confronting findings and failures of the organization to leadership and teams on a routine basis.

- Why are there so many complaints about our managers in the workplace?
- Why do people who are promoted to a management position dread managing people?
- What are the essential skills for people management versus project management? H
- ow does the project manager's role as applied to an auditing function differ from the every-day management of a business division?

Leadership in an organization's auditing division is far more challenging than for those serving in regular employee roles. Auditors must be aware of, navigate, and maintain their personal and professional relationships in the organization each day.

Audit managers must be highly effective at their job, finding weaknesses of the organizational systems and culture, while still maintaining high performing working relationships with their organization leaders and their audit team members.

All these dynamics must be managed while communicating what can be at times incredibly difficult and confronting findings and failures of the organization to leadership and teams on a routine basis.

Leading an audit team requires a balance of people and project management as well as mastery of eight essential leadership skills. The goal of the Leadership in Internal Auditing Course is to empower attendees to:

- Master the prized attributes of highly effective internal audit managers including: leading with integrity, effective communication, team-building, giving and receiving positive and negative feedback, continuous learning through failures, relationship and trust building, effective management briefings and root-cause analysis.

Leadership in Auditing Course Content (cont.)

- Become facile at using audit leadership tools and techniques that will enhance your role as a leader and improve the performance of the audit team. In addition, use the tools and techniques to boost your profile in the organization and inspire and motivate your staff. This will include modern goal-setting methods, effective coaching, establishing hiring practices that will attract the best people, leading productive team and departmental meetings and mastering the art of persuasion.

- Learn a project management framework to successfully lead any internal audit program function to success within the organization including scoping, planning, application of the IPPF Standards and the GAO Yellow Book, surveying, team responsibilities, general and application controls, audit and staffing plans, supervisory roles, work papers, quality control, and records.

- Hone your communication skills, both oral and written, and find new ways to help your team members reach their highest potential including facilitation, mediation, neuro-linguistic programming techniques, motivational interviewing and conflict resolution.

This transformational and interactive learning design that includes experiential methods using the VAK (Visual-Auditory-Kinesthetic) approach and through actual case studies and real-life scenarios.

Extensive team-work, coaching, and movement will be included as well as humor and fun.

Each topic listed below will be followed by an actual exercise to cement the concept.

Overview - Facilitation Mastery Trainings

Do you have a big idea that needs to get launched, is something stuck or mired up in bureaucracy, or you may have a high stakes meeting around strategy, team building, leadership, organizational change, community engagement, or other big goal you seek to achieve?

Consider using a professional facilitator to train your team or lead your next engagement. Our facilitators are highly trained in leading any discussion for any organization from strategic planning to leadership and team retreats, to large transformation or change initiatives to success.

Every Thrival facilitator has 15+ years in facilitation, mediation, strategy, negotiation, business planning, training, and other facilitation skills. When you have something big you want to make happen, consider our senior facilitators to train your team on mastery of facilitation - we offer Beginner, Advanced and Professional Level Training!

Section 3.8 - Beginner Facilitation Training

- International facilitation ethics and core values
- Structuring a facilitated process
- Basic Meeting Facilitation Skills
- Icebreakers
- Brainstorming methods
- Effective and ineffective meetings and facilitators
- Active listening
- Creating team expectations and Code of Honor
- Giving and Receiving Feedback
- Basic Guided Decision-Making

Section 3.9 - Advanced Facilitation Training

(Content of Beginner's Training plus topics below)

- Effective recording and visual aids
- Process design and essential ingredients of a meeting agenda
- Learning Style Typing and Group Practice
- Personality Typing and Group Practice
- Problem-solving Techniques and Group Practice
- Consensus: what is it, and how to build consensus and Consensus Building Exercises
- Advanced Decision-making Methods and Simulations

Section 3.10 - Professional Level Facilitation Training

(Content in Beginners and Advanced Courses plus topics below)

- Root Cause/Problem Solving Methods and Group Practice
- Motivational Interviewing and Group Practice
- Neuro-linguistic Programming Basics & Methodology Practice
- Behavior Management Techniques
- Case Studies and Facilitation 'Curve-balls'
- Personal and Social Identities Facilitation – The 8-Aspects of Human Interactions
- Facilitating Through Resistance and Conflict
- Mediation Methods
- Reading Room Dynamics
- Role-playing Facilitation Simulations – Tying it all Together Competency Testing

Section 3.11 - Management Mastery in a Mobile Work Environment

What are the essential skills for successful management of employees in a telework environment? This course provides a replicable framework for managers to successfully incorporate telework into their work environments while maintaining and increasing worker productivity. While traditional offices are conducive to a high degree of visual oversight of employees, mobile environments require the use of other performance measures. In addition, managers must be facile at maintaining team relationships and employee performance across large physical distances. a performance-based management system must evolve to successfully manage remote employees whether they be working in other offices or from a home-office environment.

Leading a mobile team that can be 100% remote or managing a mix of in-office and remote employees requires a balance of people and project management as well as mastery of eight essential leadership skills. In this course you will: Master the prized attributes of highly effective mobility managers. Enhance your role as a mobile manager by becoming facile at using leadership tools and techniques. Learn a telework program management framework as a business to successfully lead any mobility team; study other companies, nPOs, nGOs, and federal, state and local agencies that have succeeded and failed at implementing mobility programs.

MODULE 1 - BUSINESS AND HR STRATEGY, CSR, AND RISK MANAGEMENT USING MOBILITY
PROGRAMS FOR EMPLOYEES

- What are mobility programs
- How mobility programs are enhancing business performance and HR programs
- Using Mobility programs for risk management
- How to determine what mobility strategies will work best for your organization (surveying to support your case)
- Critical business and HR metrics that mobility programs improve
- Making the Case: Communicating the Value of Remote Work to Executive Leadership
- Making the Case - tactics for earning buy-in & support:
- Executive level
- Middle management
- How to integrate mobility into business strategy
- Reporting mobility programs under public CSR reports and communicating results

MODULE 2 - TALENT ACQUISITION & RETENTION AND TOTAL REWARDS

- Attract & Retain the Best: Why a Remote / Flexible Workplace is Essential for Organizational Success
- What the data shows about mobility and employee recruitment and retention
- Building Mobility Programs into Employee Benefit/Reward Structures
- How to promote mobility programs during recruitment
- Social media
- Printed media
- Interviewing process

MODULE 3 – BUILDING A MOBILE WORK PROGRAM
TECHNOLOGY AND DATA, LEARNING AND DEVELOPMENT

- The 10-Step Framework for Success (Expectation, Communication, Mission, Strategy, Risk Assessment, Planning/Budgets, Assessing Skill Sets, Infrastructure Development, Launch, Measurement)
- Making the case - tactics for earning buy-in & support:
- Executive level
- Middle management

Management Mastery in a Mobile Environment Course Content (cont.)

- Designing a Mobile Work Policy for Your Company
- Designing Job Descriptions and Selecting the Right Candidates for Remote Work
- Onboarding Mobile Workers
- Training Mobile Workers / Rules for Success for Mobile Workers
- Fundamentals for Managing Remote Workers
- Measuring Success: How to Effectively Measure Program Performance
- Measuring Success: How to Effectively Measure Mobile Worker Performance

MODULE 4 - BUILDING A MOBILITY CULTURE THAT LASTS - ORGANIZATIONAL EFFECTIVENESS AND DEVELOPMENT AND EMPLOYEE ENGAGEMENT

- Best Practices for Managing Mobile Workers
- Mobility Program Etiquette• Setting the Foundation: Mobile Work Policy
- Onboarding Mobile Workers
- Strategies for Success for Mobile Workers
- Guidelines for Effective Team Communication
- Technology Essentials for the Mobile Team
- Supporting Innovation, Collaboration, and Corporate Culture
- Delivering Constructive Feedback to Mobile Workers
- Measuring mobile worker performance
- Conflict Resolution & Mediation Within Mobile Teams
- Working Together Remotely
- Team Communication Protocols
- Team Performance (giving and receiving positive and negative feedback and appraisal of leader/team)
- Essential Strategies for Reporting/Resolving Issues

MODULE 5 - DEVELOPING YOUR MANAGERS ABILITY TO LEAD MOBILE WORKERS & REMOTE TEAMS WORKFORCE MANAGEMENT

- The 8 Essential Practices of Mobility Program Managers
- Supervising and Evaluating Mobile Work
- The Illusion of Management Control in the Modern Workplace
- Which direction do you and your team point today? The Leadership Compass
- The 7 Baggage's that Sink Mobile Managers (and everyone else) in Organizations and How You Can Fix it
- It's Your Fault (And that's a good thing!) – Conflicts and Performance Issues in Mobile Workplaces
- The Emotionally Resilient Manager – Avoiding Telework Perception Panic
- The Power of Commitment, Culture, and Etiquette in a Mobile Environment
- Excellence Over Perfection/Performance Over Perception – Driving Performance in a Mobile Environment
- What you Speak You Create – Communicating in a Mobile Work Environment

Overview - Environmental Compliance Boot Camp

Are you tired of sitting in boring, content-based trainings being lectured to about environmental regulations? Thrival Compliance Boot Camps are intense immersive experiences that provide maximum learning and skills mastery in the minimum amount of time.

Practical, instantly applicable and focused on the critical knowledge you need to know to maintain compliance with environmental regulations at your facility, our Boot Camps receive rave reviews. These are customized for your facility and industries. You are taught what you need to know to maintain compliance.

Section 3.12 Beginner/Refresher Environmental Boot Camp (1-day)

- Introduction to the Regulations

    - Environmental Compliance and Management Perspectives
    - Evolution of US environmental laws
    - Applicability and interrelationship of environmental requirements
    - Enforcement principles and current trends

- Air Emissions Permitting/Clean Air Act Compliance

- Hazardous and Solid Wastes Regulation Review

- Hazardous Materials Management Regulation Review

- Hazard Communication and Reporting

- EPCRA (Emergency Planning and Community Right to Know Act) Compliance

- Release Notifications Overview

- Annual Reports

- Water Quality Regulations and Permit Criteria and Management

    - NPDES, SDWA, SWPPP, SPCC

- Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA)
    - Release reporting

- Lead, Asbestos, and PCB Management

- Aboveground Storage Tank Requirements/Underground Storage Tank Requirements

Section 3.13 – Intermediate Environmental Boot Camp (2-day)

Introduction to Environmental Law - This module of the course provides a brief introduction to all major environmental laws and regulations:

- Clean Air Act (CAA),
- Clean Water Act (CWA),
- Resource Conservation and Recovery Act (RCRA),
- Emergency Planning and Community Right to Know Act (EPCRA),
- Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), and
- Toxic Substance Control Act (TSCA).

Clean Air Act (CAA) - This module of the course covers the federal Clean Air Act (CAA).

- Criteria Pollutants (NAAQS)
- New Source Review Permitting
- **Title V Air Permitting**
- **MACT/GACT/BACT**
- NSPS/NESHAPS
- Ozone Depleting Substances
- Case Studies and Quiz

Clean Water Act (CWA) - This module of the course provides insight on the controls focused on discharges to water:
- **National Pollution Discharge Elimination System (NPDES)**
- Technology-based requirements,
- Effluent limitations,
- Water quality standards,
- Permitting,
- Enforcement
- Control of polluted runoff
- Case Studies and Quiz

Safe Drinking Water Act (SDWA) - This module of the course is designed to present a summary of the MAJOR components of the SDWA as it exists today.

- Quiz

Intermediate Environmental Boot Camp Training Course Content (cont.)

Resource Conservation and Recovery Act (RCRA) - This module of the course is an in-depth study of the application of hazardous waste regulations with an emphasis on:

- Generator compliance,
- Site investigation and remediation,
- Permitting,
- Enforcement, and
- Liability.
- Management and disposal of hazardous wastes
- Clean-up of disposal sites (toxic waste dumps) contaminated by hazardous substances. T
- Restrictions on the interstate and international transportation of hazardous wastes,
- Criminal and civil liabilities for illegal activities
- Case Studies and Quiz

Comprehensive Environmental Response, Compensation and Liability Act (CERCLA)

This module of the course provides students with a basic understanding of many of the major provisions of CERCLA that are currently in place, including release reporting requirements in CERCLA Section 103 and the Emergency Planning and Community Right-To-Know Act of 1986 (EPCRA) Sections 302-312.

- Quiz

Storage Tanks UST/AST - This module of the course offers a general review of US laws and regulations on tanks

- Quiz

Spill Prevention, Control and Countermeasure Act (SPCC) - This module of the course provides:

- Basic requirements of SPCC,
- Emergency response in the event of a release,
- How to prevent discharges of petroleum products from reaching navigable waters of the United States.
- Overview of the spill and leak prevention measures and
- Training of employees to minimize chances of an accidental discharge.
- Case Studies and Quiz

Emergency Planning and Community Right to Know Act (EPCRA) - This module of the course presents emergency management requirements including TRI and Tier II.

- Quiz

Section 3.14 – Advanced Environmental Boot Camp (3-day)

Introduction to Environmental Law - This module of the course provides a brief introduction to all major environmental laws and regulations:

- Clean Air Act (CAA),
- Clean Water Act (CWA),
- Resource Conservation and Recovery Act (RCRA),
- Emergency Planning and Community Right to Know Act (EPCRA),
- Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), and
- Toxic Substance Control Act (TSCA).

Clean Air Act (CAA) - This module of the course covers the federal Clean Air Act (CAA).

- Criteria Pollutants (NAAQS)
- New Source Review Permitting
- **Title V Air Permitting**
- **MACT/GACT/BACT**
- NSPS/NESHAPS
- Ozone Depleting Substances
- Case Studies, Quiz and Group Breakout Practice

Clean Water Act (CWA) - This module of the course provides insight on the controls focused on discharges to water:

- **National Pollution Discharge Elimination System (NPDES)**
- Technology-based requirements,
- Effluent limitations,
- Water quality standards,
- Permitting,
- Enforcement
- Control of polluted runoff
- Case Studies, Quiz and Group Breakout Practice

Safe Drinking Water Act (SDWA) - This module of the course is designed to present a summary of the MAJOR components of the SDWA as it exists today.

- Case Studies, Quiz and Group Breakout Practice

Advanced Environmental Boot Camp Training Course Content (cont.)

Resource Conservation and Recovery Act (RCRA) - This module of the course is an in-depth study of the application of hazardous waste regulations with an emphasis on generator compliance, site investigation and remediation, permitting, enforcement, and liability.

- Management and disposal of hazardous wastes
- Clean-up of disposal sites (toxic waste dumps) contaminated by hazardous substances. T
- Restrictions on the interstate and international transportation of hazardous wastes,
- Criminal and civil liabilities for illegal activities
- Case Studies, Quiz and Group Breakout Practice

Comprehensive Environmental Response, Compensation and Liability Act (CERCLA) - This module of the course provides students with a basic understanding of many of the major provisions of CERCLA that are currently in place, including release reporting requirements in CERCLA Section 103 and the Emergency Planning and Community Right-To-Know Act of 1986 (EPCRA) Sections 302-312.

- Case Studies, Quiz and Group Breakout Practice

Storage Tanks UST/AST – This module of the course offers a general review of US laws and regulations on tanks

- Case Studies, Quiz and Group Breakout Practice.

Spill Prevention, Control and Countermeasure Act (SPCC) - This module of the course provides:

- Basic requirements of SPCC,
- Emergency response in the event of a release,
- How to prevent discharges of petroleum products from reaching navigable waters of the United States.
- Overview of the spill and leak prevention measures and
- Training of employees to minimize chances of an accidental discharge.
- Case Studies, Quiz and Group Breakout Practice

Emergency Planning and Community Right to Know Act (EPCRA) - This module of the course presents emergency management requirements including TRI and Tier II.

- Case Studies, Quiz and Group Breakout Practice

Section 3.15 - SPCC Training

Facilities subject to spill prevention, control, and countermeasure (SPCC) regulations must develop and effectively implement SPCC plans. With regulations changing regularly, agency interpretations and guidance emerging, and deadlines for the updated plans looming, staying up to speed on compliance with this program can be challenging. The Mastery of SPCC Course is designed for those responsible for developing SPCC plans, managing SPCC compliance programs, or evaluating SPCC compliance.

This course includes a combination of focused training, discussion, exercises and inspection practice. Customizations can be made in length and content and include your own SPCC plans as part of the course.

Topics Covered Include:

- Oil and its impacts on the environment
- Clean Water Act Overview
- Navigable water definition
- Focus of SPCC laws
- DOT/EPA Memorandum of Understanding
- History of SPCC law development
- Facilities required to prepare an SPCC plan
- Regulation-specific definitions
- Types of regulated containers
- Exemptions from SPCC
- Overfill Prevention
- Container and Equipment Inspections
- Loading/unloading racks and other transfer operations
- Personnel Training
- Spills and oil discharges
- Security requirements
- Impracticability statements and deviations from SPCC regulation
- In-depth look at secondary containment
- Aboveground storage tanks regulations and required features
- Common oil container deficiencies
- Benefits of developing an SPCC plan
- SPCC Plan requirements
- How to address amendments to your plan
- Contingency plans – Oil Spill Contingency Plans, Facility Response Plans, and Integrated Contingency Plans
- Plan critique

Section 3.16 – Stormwater/SWPP Training

Discharges of stormwater from certain industrial activities and construction sites are subject to environmental permitting requirements. Understanding when permits are needed, how to obtain one, how to develop a stormwater pollution prevention plan, and effective implementation techniques is critical to maintaining compliance with this strictly enforced regulatory program. The Thrival Stormwater boot camp is ideal for any personnel managing stormwater permitting or developing and implementing a stormwater pollution prevention plan (SWPPP).

This interactive course addresses the regulatory and management issues related to storm water discharges under the National Pollutant Discharge Elimination System (NPDES) program with state specific customization. The course is presented in a series of practical training modules, exercises. Exercises can be customized to your own specific SWPPP at your facility and onsite tours can be added.

Topics Covered Include:

- Storm water pollution prevention regulations & the Clean Water Act
- Water pollutions and its effects, Water Pollution Control History, and Water Quality Standards
- National Pollutant Discharge Elimination System (NPDES) and Permitting
- Stormwater overview
- Stormwater regulation development
- Municipal Separate Storm Sewer Systems (MS4s) Background
- MS4 permitting requirements
- Municipal stormwater management programs
- Stormwater discharges from construction sites
- Construction site permitting requirements and NPDES
- Stormwater Pollution Prevention Plans for construction sites
- Best management practices for constructions sites
- Site maintenance, stabilization, and inspections
- Notices of termination
- Common compliance deficiencies
- Industrial stormwater discharges
- Common sources of pollution
- Industrial stormwater permitting applicability
- No exposure exclusions and certification form
- Individual vs. general industrial stormwater permits
- Multi-sector general permits
- Monitoring and sampling requirements & How to collect samples
- Monitoring compliance requirements
- Preparing to monitor stormwater discharges
- Conducting required monitoring
- Potential sampling problems
- Stormwater Pollution Prevention Plans (SWPPPs)
- Developing a SWPPP & Identification of potential pollutant sources
- Selecting control measures and best management practices
- Inspections under SWPPPs, SWPPP record retention requirements, Common SWPPP violations
- Selecting best management practices, Examples of recommended best management practices
- BMP inspection tips

Section 3.17 - USDOT and/or RCRA Boot Camp Training

Are you used to spending 2 or 3 days in class to learn about USDOT and/or Hazardous Waste (RCRA) Training? Then come experience the Thrival Company's Boot Camps on DOT and RCRA. This is not your ordinary compliance training and was developed in a consolidated topic and learning approach to achieve topic mastery in a minimal amount of time. This training is available as DOT only, RCRA/Hazardous Waste only, or an integrated combo class that weaves the relationships of both together in an accelerated learning format.

DOT Topics covered include:

- What is a DOT hazardous material?
- Steps for Hazmat Transportation,
- Recognizing and responding to security threats,
- Classifying hazardous materials,
- Using the 49 CFR 172.101 table and selecting shipping names,
- General packaging requirements,
- Selecting authorized packaging (non-bulk, bulk, excepted),
- Packaging specification, filling and closing packages,
- Marking and labeling packages,
- Preparing Shipping Papers and Manifests,
- Placarding requirements,
- Loading, unloading, and segregation rules,
- Recordkeeping and training mandates, Reporting hazmat incidents,
- Regulatory reliefs and special permits.

RCRA/Hazardous Waste Topics include:

- Hazardous and Solid Wastes,
- Solid waste management,
- Hazardous Waste Accumulation,
- Transportation, Treatment, and Disposal,
- Used oil management,
- Universal hazardous wastes,
- Hazardous Materials Management,
- Chemical Classes and Characteristics,
- Container and facility design,
- Storage requirements (EPA, OSHA, NFPA, Industry Codes),
- Hazard Communication and Reporting,
- EPCRA (Emergency Planning and Community Right to Know Act) Compliance,
- Release Notification,
- Annual Reports,
- Hazard Communication Standard 2012 / GHS,
- Chemical facility Anti-Terrorism Standards (CFATS)

Section 4 - *SERVICE PRICING AND ASSOCIATED LABOR CATEGORY DESCRIPTIONS*

The Thrival Company Pricing for Consulting Services

SIN(s)	Labor Category	Minimum Education	Minimum Yrs. Experience	GSA Price (with IFF) Per Hour
874-1, 874-4, 899-1	Management Consultant Level MCV	Bachelors	20	$ 200.00
874-1, 874-4, 899-1	Management Consultant Level MCIV	Bachelors	15	$ 150.00
874-1, 874-4, 899-1	Management Consultant Level MCIII	Bachelors	10	$ 125.00
874-1, 874-4, 899-1	Management Consultant Level MCII	Bachelors	5	$ 100.00
874-1, 874-4, 899-1	Social Media/Graphic Designer GDIV	Bachelors	10	$ 95.00
874-1, 874-4, 899-1	Social Media/Graphic Designer GDIII	Bachelors	5	$ 75.00
874-1, 874-4, 899-1	Customer Service Support	High School	5	$ 65.00
874-1, 874-4, 899-1	Senior Facilitator/Instructor	Bachelors	10	$ 200.00
874-1, 874-4, 899-1	Intermediate Facilitator/Instructor	Bachelors	5	$ 150.00
874-1, 874-4, 899-1	EHS Consultant Level IV	Bachelors	15	$ 125.00
874-1, 874-4, 899-1	EHS Consultant Level III	Bachelors	10	$ 100.00
874-1, 874-4, 899-1	EHS Consultant Level II	Bachelors	5	$ 90.00
874-1, 874-4, 899-1	EHS Consultant Level I	Bachelors	1	$ 75.00

* The labor category rates shown above include the Industrial Funding Fee (IFF) of 0.75%.

Section 4.1 - The Thrival Company Labor Category Job Descriptions

Management Consultant Level MCV

Detailed Job Description & Responsibilities: A Management Consultant Level MCV has management authority for client engagements. In this capacity, that person applies extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. He/she performs such duties as:

• Sets overall policy direction for client engagements
• Communicates with Business Functions and client executive management to ensure critical issues are addressed
• Provides expert guidance to projects in industry and functional areas
• Acts as senior client liaison
• Provides oversight to business function resources
• Oversees contract and financial management of one or more client engagements

Minimum Years of Experience: 20 years of experience

Minimum Education: B.S. or B.A.

Applicable Training or Certifications: Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Adult Learning Behaviors, Change Management, Business Performance, Neurolinguistic programming, Auditing, Business Transformation, Team Dynamics, Facilitation and Mediation, Sales, Digital Marketing, Other Certifications (e.g. PMP, HR, DISC, Myers Briggs, DM, Mediation, etc.)

Management Consultant Level MCIV

Detailed Job Description & Responsibilities: A Management Consultant Level MCIV has management authority for client engagements. In this capacity, that person applies extensive experience in planning and managing projects to control overall project scope, budgets and schedules for multi-project engagements. He/she performs such duties as:

• Sets overall policy direction for client engagements
• Communicates with Business Functions and client executive management to ensure critical issues are addressed
• Provides expert guidance to projects in industry and functional areas
• Acts as client liaison
• Provides oversight to business function resources
• Oversees contract and financial management of one or more client engagements

Minimum Years of Experience: 15 years of experience

Minimum Education: B.S./B.A.

Applicable Training or Certifications: Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Adult Learning Behaviors, Change Management, Business Performance, Neurolinguistic programming, Auditing, Business Transformation, Team Dynamics, Facilitation and Mediation, Sales, Digital Marketing, Other Certifications (e.g. PMP, HR, DISC, Myers Briggs, DM, Mediation, etc.)

Management Consultant Level MCIII

Detailed Job Description & Responsibilities: A Management Consultant Level MCIII has management authority for client engagements. In this capacity, that person applies extensive experience in planning and managing projects under the direction of a mid-level or senior level management consultant either contractor or client based. He/she performs such duties as:

• Communicates with Business Functions and project team to ensure critical issues are addressed
• Provides guidance and researches solutions on projects in industry and functional areas
• Acts as support to project leads
• Provides oversight to project teams and support project plan
• Supports oversight of contract and financial management

Minimum Years of Experience: 10 years of experience

Minimum Education: B.S. /B.A.

Applicable Training or Certifications: Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Adult Learning Behaviors, Change Management, Business Performance, Neurolinguistic programming, Auditing, Business Transformation, Team Dynamics, Facilitation and Mediation, Sales, Digital Marketing, Other Certifications (e.g. PMP, HR, DISC, Myers Briggs, DM, Mediation, etc.)

Management Consultant Level MCII

Detailed Job Description & Responsibilities: A Management Consultant Level MCII has task management authority for client engagements. In this capacity, that person applies his/her experience in executing and tracking their project tasks, implementing project scope, and reporting results to client management and higher-level MC staff to control overall project scope, budgets and schedules for multi-project engagements. He/she performs such duties as:

• Communicates with Business Functions and client executive management to ensure critical issues are addressed
• Provides guidance and project support as well as executes tasks
• Acts as a resource in his/her specialty to the client on the project
• Track project deliverables and report budget/scope progress

Minimum Years of Experience: 5 years of experience

Minimum Education: B.S./B.A.

Applicable Training or Certifications: Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Adult Learning Behaviors, Change Management, Business Performance, Neurolinguistic programming, Auditing, Business Transformation, Team Dynamics, Facilitation and Mediation, Sales, Digital Marketing, Other Certifications (e.g. PMP, HR, DISC, Myers Briggs, DM, Mediation, etc.)

Social Media/Graphic Designer GDIV

Detailed Job Description & Responsibilities: Social Media/Graphic Designer GDIV represents a senior certified digital marketing specialist and graphic designer. This person can serve as a project manager and social media strategist. He/she can design and creating any type of deliverable and managing staff and projects in this realm.
Minimum Years of Experience: 10 years of experience

Minimum Education: B.S./B.A. or relevant course work or training in digital marketing, social media, branding, drafting, and 2D/3D graphic design

Applicable Training or Certifications: Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Graphic Design, Digital Marketing, Sales, Adult Learning Behaviors, Adobe Illustrator, Microsoft Platforms, Adobe InDesign, Facebook, Linked-In, Instagram, Twitter, WordPress, HTML coding, Infusionsoft, Learn Dash, Lectora, Camtasia, MSSQL, other programs etc.

Social Media/Graphic Designer GDIII

<u>Detailed Job Description & Responsibilities</u>: Social Media/Graphic Designer GDIII represents a Graphic designer with experience in developing graphic designs and social media site development and management as well as project planning and goal setting.
<u>Minimum Years of Experience</u>: 5 years of experience

<u>Minimum Education:</u> B.S./B.A. or relevant course work or training in digital marketing, social media, branding, drafting, and 2D/3D graphic design

<u>Applicable Training or Certifications:</u> Candidates at this level have special training and/or certificates in at least one of the following (or similar) areas: Graphic Design, Digital Marketing, Sales, Adult Learning Behaviors, Adobe Illustrator, Microsoft Platforms, Adobe InDesign, Facebook, Linked-In, Instagram, Twitter, WordPress, HTML coding, Infusionsoft, Learn Dash, Lectora, Camtasia, MSSQL, other programs etc.

Customer Service Support

<u>Detailed Job Description & Responsibilities</u>: The Customer Service Support staff is a Professional level person experienced in building and managing customer service programs for clients as well as handling requests and communicating with the client, setting appointments and meetings, managing agendas and at times project tracking.
<u>Minimum Years of Experience</u>: 5 years of experience

<u>Minimum Education:</u> High School Diploma/GED
<u>Applicable Training or Certifications:</u> Candidates at this level have special training or work experience directly in customer service and/or related areas.

Senior Facilitator /Instructor

<u>Detailed Job Description & Responsibilities</u>: Senior facilitators and instructors can develop customized course content and/or planning and facilitating meetings with professionals, operators, events, or training engagements in a live format both face-to-face and virtually from small engagements to events involving thousands of participants.
<u>Minimum Years of Experience</u>: 10 years of experience

<u>Minimum Education:</u> B.S. in a technical field or B.A. in psychology, business, or related field
<u>Applicable Training or Certifications:</u> Facilitators and instructors have designed at least 24 courses and/or facilitated events as the lead facilitator. They have completed at least 40 hours of additional training and may hold certifications in facilitation, mediation and/or instructional design.

Intermediate Facilitator /Instructor

<u>Detailed Job Description & Responsibilities</u>: Intermediate level of facilitators and instructors can develop customized course content and/or planning and facilitating meetings with professionals, operators, events, or training engagements in a live format both face-to-face and virtually from small to medium sized- engagements to medium sized.
<u>Minimum Years of Experience</u>: 5 years of experience

<u>Minimum Education:</u> B.S. in a technical field or B.A. in psychology, business, or related field
<u>Applicable Training or Certifications:</u> Facilitators and instructors have designed at least 12 courses and/or facilitated events as the lead facilitator. They have completed at least 40 hours of additional training and may hold certifications in facilitation, mediation and/or instructional design.

EHS Consultant Level IV

Detailed Job Description & Responsibilities: The EHS Consultant Level IV is responsible for the environmental, health and safety services on larger projects the firm undertakes. This person provides consultation to other environmental professionals and develops environmental conceptual models. These staff are considered experts in their field and often act as consultants on multiple projects as well as senior strategists and project managers.
Minimum Years of Experience: 15 years of experience

Minimum Education: B.S. in a technical field or B.A. in psychology, business, or related field
Applicable Training or Certifications: Not required for all staff, however, depending on the job one or more of the following certifications may be mandatory: Professional Engineer (PE), Certified Energy Manager (CEM), Project Management Professional (PMP). Training for all includes at least 40 hours of education in one or more of the following EHS topics: HAZWOPER, SPCC, DOT, Stormwater, Wastewater, Pollution Prevention, Energy Conservation, Emergency Response, TRI, Air Permitting, ISO/IOS standards and Auditing.

EHS Consultant Level III

The EHS Consultant Level III represent staff who are fully capable of performing the most technically challenging EHS work that may be assigned to them within their technical/engineering specialty. These staff may be in a project management role or in charge of portions of a project. They are capable of supervising staff on projects and providing senior technical review of deliverables.
Minimum Years of Experience: 10 years of experience
Minimum Education: B.S. in a technical field or B.A. in psychology, business, or related field
Applicable Training or Certifications: Not required for all staff, however, depending on the job one or more of the following certifications may be mandatory: Professional Engineer (PE), Certified Energy Manager (CEM), Project Management Professional (PMP). Training for all includes at least 40 hours of education in one or more of the following EHS topics: HAZWOPER, SPCC, DOT, Stormwater, Wastewater, Pollution Prevention, Energy Conservation, Emergency Response, TRI, Air Permitting, ISO/IOS standards and Auditing.

EHS Consultant Level II

Detailed Job Description & Responsibilities: The EHS Consultant Level II is experienced in a wide-range of environmental applications within the environmental specialty. May manage portions of projects but works under the supervision of others (EHS III or higher).
Minimum Years of Experience: 5 years of experience

Minimum Education: B.S. in a technical field or B.A. in psychology, business, or related field
Applicable Training or Certifications: Training includes a minimum of 40 hours of continuing education in environmental, health and safety areas.

EHS Consultant Level I

Detailed Job Description & Responsibilities: The EHS Consultant Level I is an entry level environmental professional. The EHS I staff applies the skill set in the field of their degree and work under the supervision of others (EHS Level III or higher).
Minimum Years of Experience: 1 year of experience

Minimum Education: B.S. in a technical field or B.A. in psychology, business, or related field
Applicable Training or Certifications: Training includes a minimum of 40 hours of continuing education in environmental, health and safety areas.
****
Equivalency Substitution for Experience /Education – All Categories:

- A Ph.D. degree in a relevant field may be substituted for 4 years of experience
- A Master's degree in a relevant field may be substituted for 2 years of experience

Section 5 - Other Considerations

Service Contract Act:

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Consolidated 00CORP Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.