

MASTER SERVICES AGREEMENT

AGREEMENT #: VCU-SVS-5169

This Master Services Agreement (“MSA”) is made and entered into as of the date the last authorized signature is affixed hereto by Letts Consult, LLC, (“Contractor”) and Virginia Commonwealth University, a corporation and an institution of higher education of the Commonwealth of Virginia, (“VCU”). Contractor and VCU are sometimes referred to as a “Party” and collectively as the “Parties.”

RECITALS

WHEREAS, Contractor provides various executive coaching services; and

WHEREAS, VCU desires to use executive coaching services on an as-needed and optional-use basis; and

WHEREAS, Contractor is willing to offer executive coaching services to VCU in the manner described herein.

NOW, THEREFORE, in consideration of the mutual promises set forth herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1. **CONTRACT DOCUMENTS.** The contract documents are integrated and shall consist of:

- a) Master Services Agreement
- b) Appendix II – Offeror Response Form
- c) RFP#: 175357155CK in its entirety (incorporated herein by reference)

All of the foregoing, together, (the “Contract”). Should a conflict arise among the foregoing, Master Services Agreement, Appendix II – Offeror Response Form, and RFP#: 175357155CK in its entirety, this MSA shall control.

2. **SERVICES.** Contractor shall provide to VCU executive coaching services as set forth in “Conditions of Award” in Appendix II, and any statements of work or similar document later agreed upon between the Parties.

3. **ENTIRE AGREEMENT.** This Master Services Agreement (MSA), including Appendix II will serve as the complete MSA between Contractor and VCU. The contract between Contractor and VCU (the “Contract”) includes this MSA and statements of work (SOW) or other similar documents (collectively, the “contract documents”). In the event of a conflict among the contract documents, the order of precedence will be: this MSA first and then the SOW or other similar documents.

4. **TERM and RENEWAL OF CONTRACT.** The term of this MSA commences on the Effective Date and ends on September 30, 2025. This MSA will renew upon mutual agreement of authorized representatives for both parties, unless otherwise terminated, under the terms and conditions for three (3) additional two (2) year periods until June 30, 2031.

5. **EFFECTIVE DATE.** This MSA is binding on the date that the last authorized signature is affixed.

6. **FEE.** VCU shall pay Contractor a fee in accordance with Appendix II as agreed between the Parties. Unless set forth otherwise in Appendix II, all invoices shall be paid net 30 days following

receipt of a proper invoice, services rendered, or goods delivered, whichever is later pursuant to and in accordance with § 42-45 of the *Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth*.

7. DEPOSIT. VCU shall not be required to pay a security deposit.

8. TERMINATION. VCU may terminate this MSA with or without cause with sixty (60) days prior written notice to Contractor. VCU shall pay any outstanding fees due for Services performed up to the termination date. If Contractor breaches this MSA, in addition to any other rights or remedies, VCU may terminate this MSA without prior notice.

9. WORK MADE FOR HIRE. VCU is engaging the services of Contractor to provide Services as described herein for or on behalf of VCU. Contractor recognizes and agrees that all work and products that Contractor creates or develops within the scope of this MSA will be Work Made for Hire that belongs to VCU and will remain the property of VCU. VCU will exclusively own, solely and completely, any work, deliverable, process, product, idea, concept, or social media page – whether such may be protected by intellectual property laws or not – that Contractor creates, conceives or develops, in whole or in part, within the scope of this MSA. To the extent that Contractor's work for VCU may not be deemed a Work Made For Hire, Contractor hereby assigns all of its ownership, interest and intellectual property rights in such works completely and exclusively to VCU.

10. INSURANCE. Contractor certifies that it has and shall maintain the following insurance coverages for the term of this MSA and that all such insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

- a. COMMERCIAL GENERAL LIABILITY. \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. VCU must be named as an additional insured and so endorsed on the policy.
- b. PROFESSIONAL LIABILITY. \$1,000,000 per occurrence.
- c. AUTOMOBILE LIABILITY, where applicable. \$1,000,000 combined single limit.
- d. CYBER SECURITY LIABILITY, where applicable. \$5,000,000 per occurrence.

11. CONFIDENTIALITY. Contractor may obtain confidential and proprietary information from VCU during the performance of the services under this MSA. Such confidential and proprietary information may be disclosed in writing, orally or contained via any other media. "Confidential Information" is defined as any information designated as confidential by VCU, including but not limited to information about VCU personnel and students of VCU to the extent such information is not available to the public domain in accordance with the laws of the Commonwealth of Virginia and the Family and Education Records Privacy Act (FERPA).

Contractor agrees that all Confidential Information shall be held in the strictest confidence and shall not be used for purposes other than its business with VCU. Contractor agrees not to release, copy or discuss in any format any Confidential Information. Contractor shall disclose Confidential Information only to its officers, directors, or employees with a specific need to know who are held to the confidentiality standards of this MSA. Contractor shall not disclose, publish or otherwise reveal any Confidential Information received from VCU to any other party whatsoever, except with the specific prior written authorization of VCU.

Upon the completion of the services and upon request of VCU, Contractor shall return all Confidential Information received in written format, including copies or reproductions of or other media containing Confidential Information within seven (7) calendar days of such request. At Contractor's option, any such documents or other media developed by Contractor containing Confidential Information may be destroyed by Contractor provided that Contractor provides VCU a written acknowledgement that all media containing Confidential Information has been destroyed by Contractor.

12. ADVERTISING. All advertising and promotion materials, whether print or electronic, that display a VCU trademark, logo, or otherwise refers to VCU must be reviewed and approved by VCU's Division of University Relations prior to use. VCU retains all rights, title and interest to its trademarks, logos and other intellectual property.

13. LIMITATION OF LIABILITY.

- a. THE TOTAL CUMULATIVE LIABILITY OF VCU, ITS OFFICERS, EMPLOYEES AND AGENTS IN CONNECTION WITH THIS MSA OR IN CONNECTION WITH ANY GOODS, SERVICES, ACTIONS OR OMISSIONS RELATING TO THIS MSA, SHALL NOT UNDER ANY CIRCUMSTANCE EXCEED PAYMENT OF THE MAXIMUM PURCHASE PRICE. REGARDLESS OF ANY PROVISION HEREIN, CONTRACTOR SHALL BE LIABLE FOR ALL PERSONAL INJURY AND PROPERTY DAMAGE RESULTING FROM CONTRACTOR, ITS AGENTS, OFFICERS, DIRECTORS, AND AFFILIATES NEGLIGENCE, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT.
- b. Contractor shall be liable for the actual damages caused by the negligence of itself, its officers, employees and agents in connection with this MSA or in connection with any goods, services, actions, or omissions relating to this MSA.

14. INDEMNITY. Contractor agrees to indemnify, defend, and hold harmless VCU, the Commonwealth of Virginia, and their officers, employees and agents from any claim, damage, liability, injury, expense or loss, including defense costs and attorneys' fees, arising from Contractor's negligence under this MSA. Accordingly, VCU shall promptly notify Contractor of any claim or action brought against VCU in connection with this MSA. Upon such notification, and at the request and direction of VCU and/or the Office of the Attorney General, Contractor will immediately defend any such claim or action pursuant to the provisions and requirements of § 2.2-514 of the *Code of Virginia (Virginia Code)*.

15. REGULATIONS. During the performance of this MSA, Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of Contractor. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. Contractor, in all solicitations or advertisements for employees placed by or on behalf of Contractor, will state that Contractor is an equal opportunity employer; and (2) Contractor agrees to (a) provide a drug-free workplace for Contractor's employees; (b) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (c) state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (d) include the provisions of the foregoing clauses in every

subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

16. **FORCE MAJEURE.** Neither Party will be responsible for any losses resulting from delay or failure in performance resulting from any cause beyond either Party's reasonable control, including without limitation, war, strikes or labor disputes, civil disturbances, fires, natural disasters, pandemics, including if VCU, in its sole discretion, must close a campus location or take other restrictive actions due to concerns related to the COVID-19 pandemic or acts of God. If the delay or failure in the performance of the Party claiming Force Majeure continues for thirty (30) days or more, then the Party not claiming Force Majeure may terminate this MSA by written notice to the other Party without penalty. Any funds paid will be reimbursed pro rata based on Services not provided.

17. **GOVERNING LAW AND FORUM.** This MSA shall be construed, governed, and interpreted pursuant to the laws of the Commonwealth of Virginia without regard to choice of law principles. Contractor agrees that all disputes arising under this MSA will be brought before a court of competent jurisdiction located in Richmond, Virginia. VCU does not waive its right to jury trial.

18. **SOVEREIGN IMMUNITY.** VCU is an agency of the Commonwealth of Virginia and is afforded the protection of sovereign immunity under Virginia law. Any claims against VCU or the Commonwealth of Virginia are subject to the requirements established under Virginia law for bringing such claims against VCU or the Commonwealth of Virginia, including the Virginia Tort Claims Act (*Virginia Code* §§ 8.01-195.1 et seq.) and other applicable statutes relating to claims against the Commonwealth or its agencies. Notwithstanding any other provision, nothing in this MSA shall be deemed to be or construed as a waiver of VCU's or the Commonwealth of Virginia's sovereign immunity, or any other applicable requirements under Virginia law for bringing claims against VCU or the Commonwealth of Virginia.

19. **ENTIRE AGREEMENT.** This Master Services Agreement (MSA) and Appendix II will serve as the complete contract between Contractor and VCU. The contract between Contractor and VCU may include statements of work (SOW), a data protection addendum (DPA), or other similar documents as necessary. In the event of a conflict among the contract documents, the order of precedence will be: this MSA, Appendix II, if applicable, the DPA, SOW, and then the RFP.

20. **MISCELLANEOUS.** This MSA may be executed in any number of counterparts, each of which shall be deemed an original, but all such counterparts together shall constitute but one and the same instrument. The relationship between VCU and Contractor created by this MSA is that of independent contractors. Nothing contained herein shall be construed as constituting any other relationship between VCU and Contractor. Contractor shall not assign this MSA to another party without the written consent of VCU. The conditions and covenants herein contained shall inure to the benefit of and are binding upon the parties hereto, their personal representatives, successors and permitted assigns. As a registered vendor in eVA and/or RealSource, Contractor is responsible for the security of its portal account, including restricting access to it, maintaining the confidentiality of login information, and taking any other actions necessary to protect the security of the Contractor's account. VCU will not be responsible for a third party's fraudulent collection of VCU payments due to the Contractor's failure to update or protect its account information.

20. **NOTICES.** All notices, requests, demands and other communications which are required or permitted to be given under this MSA shall be in writing and shall be deemed to have been duly given upon the delivery or receipt thereof, as the case may be, if delivered personally or sent by registered or certified mail, return receipt requested, postage prepaid, to the respective Party hereto.

Contractor:

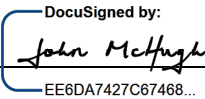
Letts Consult, LLC
Attention: Gail L. Letts
PO Box 1555
Ashland, VA 23005
302-752-7043
gletts@letts-consult.com

VCU:

Virginia Commonwealth University
Procurement Services
912 W. Grace Street, 5th Fl
Richmond, VA 23284
procurement_services@vcu.edu

IN WITNESS WHEREOF, the Parties to this MSA by their duly authorized representatives have executed this MSA the day and year below.

Virginia Commonwealth University

By:  _____
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Printed Name: John McHugh

Title: Director, Procurement Services

Date: 7/30/2024

Letts Consult, LLC

By: Gail L. Letts

Printed Name: Gail L. Letts

Title: CEO & Founder

Date: 7/16/24

APPENDIX II

OFFEROR RESPONSE FORM

RFP 175357155CK – EXECUTIVE COACHING SERVICES

1. General Information

- A. Contractor Name: LETTS CONSULT
- B. Street Address: PO BOX 1555
- D. City: Ashland
- E. State: VA.
- F. Zip Code: 23005
- G. Phone Number: 302-752-7043
- H. Email Address: gletts@letts-consult.com
- I. Brief history of the firm:

LETTS CONSULT is a management consulting company that *Bridges Business with Potential* by keeping a *Focus on Talent*. Through our **LC Talent Solutions**, we focus on helping our clients build healthy and productive cultures. We work with businesses to deliver leadership training and executive coaching. We evaluate their current culture to ensure it is attractive to today's workforce, help examine internal and external brand and reputation and work with leaders to develop strategies and programs that retain and develop talent for sustainable success

- J. Client Reference List: (Provide at least one business reference)

Reference Name: The London Company Contact: Steve Owen

Address: 1800 Bayberry Ct STE 301, Richmond, VA 23226 Phone #: 804-775-0317

E-mail address: sowen@tlcadvisory.com

Description and date(s) and services provided: Executive Coaching Engagements. Dates: 11/10/23, 2/15/24 & 5/6/24 (some of the recent dates)

- K. Experience

Provide Curriculum vitae, Resumes or capabilities statement for all personnel that may be assigned to the University. Include relevant experience or certifications. You may attach additional pages.

LETTS CONSULT is a women-owned, SWaM certified consulting firm founded in 2019 by CEO Gail Letts. Over the span of 35 plus years, Ms. Letts has distinguished herself with excellence. The majority of Letts' corporate life was spent in the financial services industry where she served as an Employee Relations Manager, Director of Training, Corporate Retail Line of Banking Manager and Market/Regional President for SunTrust Banks (now Truist), C&F Bank and First Horizon Bank. Letts holds her Bachelors' degree in English from Wilkes University; has completed certificate programs in Diversity and Inclusion from Cornell

and Financial Planning from the College of Financial Planning; attended the Executive School of Management and Community Bankers Program at Fairfield University and is a certified trainer and facilitator. Letts knows Virginia Commonwealth University well. She served on the VCU School of Business Foundation Board as a Trustee for nine years, served as a member of the Athletic Advisory Board for four years and is currently a member of the Advisory Board for the Massey Cancer Center. Letts delivered the keynote speech for the Grace Harris Leadership Institute in 2010 and was honored to be the VCU School of Business commencement speaker in 2012. Letts is passionate about talent and coaching and not only personally coaches clients, but has a team of certified coaches and trainers who she works with on assignments.

L. **Other**

Provide any other information the University should consider in evaluating the firm's proposal:

See attached information

2. eVirginia (eVA) Registration Status

A. Is Contractor currently eVA registered and active: Yes No

3. Small, Women, and Minority Owned Business Information: (Complete A-G)

- A. Small: Yes No
- B. Minority-Owned: Yes No
- B. Women-Owned: Yes No
- D. Virginia DSBSD Certified: Yes No
- G. Virginia DSBSD Certification #: 821175

4. Conditions of Award

Please check each box below confirming agreement with the conditions of award. Terms that contain a check box must be checked to confirm acceptance.

A. RealSource Registration

- The Contractor agrees to maintain or become registered as a vendor within the VCU RealSource Vendor Registration network upon being invited to register.

B. Detailed Scope of Work

- The Contractor will provide a detailed statement of work prior to any project, summarizing specific services, deliverables, delivery dates and cost – without additional terms or conditions requiring VCU signature. VCU has a signatory authority policy that allows only specified individuals to sign contracts.

C. Purchase Orders

- The Contractor will accept a VCU issued Purchase Order as the commitment to start a project and will not start work on a project until a Purchase Order is received.

D. Invoicing

- The Contractor agrees to invoice in accordance with the procedures outlined on the VCU Purchase Order.

E. Payment Method (Check the box AND select an option from the dropdown)

VCU is migrating away from processing payments via paper check and strongly encourages the use of our electronic payment options.

- Paymode-X basic (ACH)

. Early Payment Discount (EPD): (Check the box AND select an option from the dropdown)

- No early discount**

G. Experience

- 1. Contractor has a least 4 years of experience.

- Yes
- No

- 2. Contractor has worked with clients in the higher education sector.

- Yes
- No

3. Contractor has experience providing coaching and development services to employees at several levels of an organization.

Yes
 No

4. Contractor has experience providing coaching and development services in a variety of formats, including workshops, seminars, and one-on-one coaching.

Yes
 No

5. Contractor has experience working with virtual teams and providing virtual coaching and development services.

Yes
 No

H. Fees

The following pricing / fees will be charged for the Services. The fee structure includes rates charged for all personnel or service that may be provided to VCU.

See attachments

VCU prefers fully loaded rates inclusive of travel and expenses. If travel and expenses must be charged separately, the Contractor must receive written approval from VCU before initiating travel to any VCU campus or location. For travel that is approved in writing by VCU, Contractor shall submit its reasonable out-of-pocket expenses to VCU. Travel expenses must be clearly documented in the form of receipts. VCU shall reimburse Contractor for its reasonable out-of-pocket expenses in accordance with, and limited by, the VCU Travel Guidelines & Procedures. VCU reserves the right to dispute the reasonableness of, and reject, any travel expense. Contractor shall adhere to VCU's current guidance for on-campus visits available at <https://together.vcu.edu/>

5. Proprietary or Confidential Information:

- A. The Contractor's proposal contains proprietary or confidential information.: Yes No
- B. If Contractor answered "Yes" above, provide additional details.

Note: See RFP, Section "Confidential / Proprietary Data and Information" for more information.

6. Acceptance

This document will be incorporated into the Master Services Agreement (MSA) between your Firm and the VCU. The contract between your Firm and VCU may include statements of work, a data protection addendum, or other similar documents as necessary. The MSA will have precedence over all other contract documents.

Contractor Name: LETTS CONSULT

Authorized Officer/Signatory: Gail L Letts

Title: CEO & Founder - LETTS CONSULT

Authorized Officer/Signatory Email Address: gletts@letts-consult.com

Date: 5/24/24

- X **Electronic Signature:** By typing the name of the firm's authorized representative/signatory into the field above, the firm certifies that it is providing a binding "Electronic Signature" and further specifically validates that the individual affixing the Electronic Signature below is fully authorized to bind the firm with respect to the goods, services, pricing, terms and conditions listed herein. **No award will be made without a fully executed MSA.**



COACHING PROPOSAL

To support the coaching needs for Virginia Commonwealth University, LETTS Consult recommends the following:

Executive Coaching - Individual Coaching

LETTS CONSULT has a team of highly qualified, certified executive coaches available to offer Individual coaching customized to meet the needs and expectations of each client. These sessions can be used to help employees with specific challenges or for individuals who want flexibility with their schedule and the opportunity to focus singularly on their development. These sessions require the highest level of trust with a coach based on the unique needs of the participant.

While ad-hoc sessions are available, to be most effective, we recommend that the client make a three or six month commitment and we offer a discount per hour as incentive.

Our Executive Coaches are also certified to administer numerous assessment tools based on the unique needs of each client. Assessment tools include but are not limited to the following and are not included in the pricing below. Maximum cost of any assessment will not exceed \$500.

DISC	Leadership Circle Profile
12 Driving Forces	Collective Leadership Assessment
EQ and Attribute Index	Influence Style Indicator
Change Navigator	MBTI
Hogan	Global Leadership Profile
Meyers-Briggs	Situational Leadership

Executive Coaching - Individual Coaching Pricing

Fee: \$350/hour for individual sessions
 \$340/hour per session with a three-month commitment
 \$330/hour per session with a six-month commitment



Advancement Accelerator Coaching - Group Coaching

The Advancement Accelerator program is a six-month long group coaching program, where participants can focus on leadership skills, workplace challenges/opportunities and/or work/life balance. Our Executive Coach will interview each participant prior to the beginning of the program to determine group needs and the program is customized for each audience. All sessions will have a focus communicated in advance with pre-work required.

The Advancement Accelerator program is a collaborative approach to coaching, bringing together employees within the same work unit or in cross-functional units to address situational challenges and facilitate personal and professional development. We offer two levels of programs bringing together emerging leaders in Level 1 and mid-level experienced leaders in Level 2.

Group coaching can be especially helpful to develop leaders for the future, strengthen corporate cultures, help new leaders quickly adapt to new roles and develop a network of others in the organization and can expand networks in support of diversity and inclusion.

Participants meet as a group monthly for a two-hour discussion and will be asked to make commitments for follow-up. Each participant will be teamed up with an “accountability partner” and will meet with this partner mid-month to ensure that commitments are being worked on and to brainstorm for effectiveness.

All participants will be asked for commitments at the final meeting, a final one-on-one debrief will be scheduled with each participant, and our Executive Coach will follow up with each participant, individually, three months after completion of the program. The coach will also set monthly “office hours” which are an open window for any participant to schedule, in advance, a confidential meeting.



A monthly report will be delivered to VCU Procurement with a summary of all activities, conversations and any issues which the coach feels necessary to communicate.

Advance Accelerator Coaching - Group Coaching Pricing

Level 1: Typical Group Size 4 - 6 participants; designed for high potential employees and emerging leaders.

4 participant minimum: \$2,700 per participant; \$10,800 total
6 participants: \$2,430 per participant; \$14,580 total
(Cost per coaching hour: \$150)

Level 2: Typical Group Size 4 - 6 participants; designed for mid-level professionals.

4 participant minimum: \$3,600 per participant; \$14,400 total
6 participants: \$3,150 per participant; \$18,900 total
(Cost per coaching hour: \$175)



360 Degree Feedback Assessments

A 360 Degree Feedback is an assessment system or process in which employees receive confidential, anonymous evaluations from the people who work around them. This evaluation typically involves eight to ten evaluations and includes a self-evaluation, an evaluation by the direct manager, evaluations by direct reports and evaluations by peers.

The 360-degree feedback allows individuals to understand how their leadership or management effectiveness is viewed by others. The feedback provides insight into the skills and behaviors desired in the organization to be most effective and productive.

LETTS CONSULT offers 360 Degree Feedback Assessments through our team of Certified Executive Coaches. We offer two options: Option A is an online Assessment; Option B involves one on one interviews with the individuals involved.

Both options require an initial one-hour consultation with the individual to be assessed. During this session, the Coach will discuss the purpose of the Assessment and the process, will work with the employee to identify the people to receive the Assessment, and will discuss how the employee should communicate with the individuals to be involved prior to their receipt of the Assessment.

Both options also include a 90 minute debrief and planning session with the individual being assessed once all of the responses have been received and reviewed. During this session, the results of the Assessment will be reviewed and the employee and Coach will discuss an Action Plan to address opportunities identified.

For the online Assessment, the individuals to be included will receive the online questions directly from our provider. The recipients will be asked to complete and return the Assessment within two weeks.



For the Assessment involving one on one interviews, **LETTS CONSULT** will schedule these interviews directly with the Coach and the individuals involved.

These interviews will take approximately 30 minutes each.

It is strongly recommended that the individual being assessed commits to a minimum of three **optional** coaching sessions following the Debrief. During these sessions, the Coach will work with the employee to discuss challenges and opportunities identified through the 360-degree Assessment.

FEES:

- Option A (maximum 10 Assessments to be completed)
Fee: \$2,250

- Option B (maximum 8 Assessment Interviews to be conducted) Fee: \$3,750

Additional/Optional Coaching Sessions will be provided at a cost of \$330-\$350/hr based on the number of sessions requested.



Leadership Workshops

Coaching conversations can be effective in a well-designed workshop. The following workshops are recommended for consideration. While all programs can be delivered virtually, in-person sessions are most effective and impactful.

The Power of Leadership Styles

Each participant will take the *Leadership Style Inventory* to gain insights into their unique style and tendencies. Participants will discuss and learn the impact of each style on teams, will discuss how to improve managerial performance through situational leadership and will transfer learning to an action plan.

Maximum Class Size: 15

Program Length: 1.5 - 2 hours

Fee: \$5,500

Motivating Your Team Today

This workshop is designed to discuss pressures faced today by team leaders, discuss and understand the impact of motivational needs on performance, identity and manage motivation needs and apply behavioral theory to special situations. All participants will transfer their learning to an action plan.

Maximum Class Size: 15

Program Length: 1.5 - 2 hours

This program can be delivered remotely but face-to-face is preferred.

Fee: \$5,500

How to Lead Through Coaching

Each participant will complete a *Coaching Self-Assessment*. Workshop content will help participants redefine themselves as a coach, will understand the eight characteristics of game-changing coachings, will learn and practice methods to analyze performance issues and will learn and practice effective models for giving feedback. All participants will transfer their learning into an action plan.

Maximum Class Size: 15



LETTS CONSULT

Program Length: 1.5 - 2 hours

Fee: \$5,500

Leading Crucial Conversations

Participants will explore how management happens in conversation, will learn the anatomy of four crucial conversations (action, possibility, straight talk and breakdown), will take a *Communication Self-Assessment*, learn to shape messages to the unique styles of team members and will identify key communication issues. All participants will transfer their learning into an action plan.

Maximum Class Size: 15

Program Length: 1.5 – 2 hours

Fee: \$5,500

Leadership Maturity Models

High performing teams are committing to the pursuit of excellence by working as one team with common goals and corporate values. While doing the work to develop positive team dynamics and a culture of trust can be difficult, through professional introspection and open and honest communication that prioritizes the needs of the company balanced with the respect and responsibility to team members, teams can excel and businesses can become market leaders.

During this interaction workshop, team members will examine the five fundamentals of leadership competencies.

1. Strategy
2. People
3. Communication
4. Problem Solving
5. Leadership and Execution

Maximum Class Size: 15

Program Length: 1.5 – 2 hours

Fee: \$5,500