



Progressive Success Corporation

Capability Statement

WWW.PROGRESSIVESUCCESS.COM

Progressive Success Corporation
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CAPABILITY STATEMENT

Progressive Success Corporation (PSC)

A Minority/Service Disabled Veteran Owned Small Business

www.progressivesuccess.com

Contact Information

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Background

PSC is a dynamic training and consulting service corporation founded and incorporated in the State of Virginia by Calvin and Aileen Swartz. For nearly 30 years, PSC has provided services to tens of thousands of employees, supervisors, and managers in the public and private sectors. PSC maintains a staff of facilitators and consultants to:

1. Facilitate 35 off-the-shelf training courses to enhance the knowledge, skills, and abilities of employees, supervisors, and managers. The courses address the Office of Personnel Management core competencies for entry, mid, and senior level employees.
2. Facilitate strategic planning meetings to assist organizations in planning their future actions.
3. Facilitate team building sessions and retreats to help organizations develop highly effective and productive teams.
4. Consult with employees and managers to help them solve interpersonal relationship problems within the organization.

Calvin Swartz, President and CEO of PSC, has long-term experience as a manager, facilitator, consultant, and trainer. He is a retired Army Colonel with extensive experience in managing large groups, solving problems, and making tough decisions. As a facilitator, he has 30 years of experience in creating dynamic adult learning environments. As a consultant he has analyzed organizations and advised groups on techniques they should employ to improve interpersonal relations and teamwork.

Rosalind S. Williams has considerable training experience and is responsible for course administration and coordination, website management, and design of PSC's training and marketing materials.

PSC Training Services

Our Seminars ... are offered both on-site and at rented facilities conveniently located to the participants. The courses include facilitation services to assist organizations with strategic planning, team building, and interpersonal relations problem-solving requirements. Our training seminars vary in length from one to five days, depending on the needs of the customer.

Appraising Performance

Participants learn: Negotiating expectations; developing performance elements; developing performance standards; developing work plans; and conducting performance interviews.

Briefing Techniques, Advanced

Participants learn: Using our exclusive "60 Words In 6 Minutes" format, analyzing executive audiences; identifying the types of executive audiences; persuading decisions; delivering presentations; and answering executives' questions.

Briefing Techniques, Basic

Participants learn: 14 problems speakers encounter; 5 steps to follow when presenting; 10 steps to follow when preparing; 148 tips to overcome fear of speaking in public; 7 ways to tailor a presentation; 13 ways to use visual and voice; and 10 delivery techniques that ensure success.

Change Management

Participants Learn: Techniques to successfully implement organizational change; The full spectrum of change dynamics—why people resist, what can be done to implement change, and how to keep people happy so that they don't resist.

Communication Skills

Participants learn: The 4 major barriers to communication, 3 models that clearly define communication; 6 communication behavior factors, and 10 strategies to overcome the communication barriers and become an effective communicator.

Conflict Management

Participants learn: Why conflict occurs and the warning signs that conflict is escalating; techniques for resolving conflict situations using positive approaches; 3 characteristic behaviors that relate to conflict; and how to confront others without increasing the tension.

Counseling Skills

Participants learn: How to use a logical counseling process; how to create a positive counseling atmosphere, the critical aspects of counseling, how to define counseling; to recognize the 12 major problems counselors encounter; to use 7 counseling techniques to create positive results.

Creative Thinking

Participants learn: To use the "Uses For..." creativity technique, to use the "Improvements To..." technique, to use the Brainstorming Technique, 17 ways to jump-start organizational creativity, the "What Would You Do If" Technique, to use Attribute Analysis; and use the Checklist Technique.

Customer Service

Participants learn: to build and maintain customer satisfaction, 6 techniques for using communication as a customer relations tool, how to gain the customer's goodwill and trust, to use the telephone to maintain good relations, how to reduce customer anger.

Difficult People, Dealing With

Participants learn: The types of difficult personalities, how to take a positive approach to discipline problems, to use techniques for dealing with specific types of difficult people, to use techniques for dealing with a difficult boss, and to analyze and solve actual workplace problems.

Discipline, How To

Participants learn: How to establish work objectives and standards, how to develop employee skills, how to counsel problem employees, how to administer discipline, to understand Federal Regulations regarding disciplinary actions, and how to identify problem employees.

Diversity, Dealing With

Participants learn: Why valuing diversity is important, to use the fundamental differences in people in a positive way, the dangers of stereotyping, what diversity brings to the workplace, how to respond to inappropriate comments, diversity's role in communication and leadership.

Emotional Intelligence

Participants learn: To master the four tenets of emotional intelligence: Emotional Identification, Emotional Interpretation and Understanding, Emotional Facilitation of Thought, and Emotional Management in order to gain control of their own emotions as well as the emotions of others in the workplace through role plays, discussions, and practical exercises.

Equal Employment Opportunity

Participants learn: The 7 EEO problems that managers encounter, 9 techniques that keep EEO complaints to a minimum, 9 techniques to solve EEO problems, to treat all employees fair regardless of race, color, creed, national origin, or sex.

Ethics In Leadership

Participants learn: The definition of business ethics, the ethical problems and challenges managers encounter, 10 benefits of managing ethical behaviors, 8 guidelines for managing ethics in the workplace, and 6 key roles and responsibilities in ethics management.

Facilitation Seminar

The facilitator will: Assist in avoiding the pitfalls of common meetings; maintain a climate of openness; minimize differences; encourage opposing views; keep the discussions on track and realistic; maintain focus on the tasks at hand; and lead the team to the desired outcomes.

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Facilitator/Instructor Training

Participants learn: How to develop training objectives; how to master the Lecture, Conference, Demonstration, and Practical Exercise; how to prepare classroom; how to establish and maintain proper teaching environment; and how to develop and use lesson plans.

Interviewee Techniques

Participants learn: How interviews are structured; how to prepare for a successful interview; how to respond to questions; how to react and respond to tricky or stress questions; how to turn weaknesses into strengths; and how to dress for the interview.

Interviewing Techniques

Participants learn: the factors that create an effective interview system; techniques for preparing a successful interview; techniques for asking legal questions and avoiding illegal questions; to overcome interviewing problems; and the benefits of effective interviewing techniques.

Leadership Strategies

Participants learn how to: establish vision; get employees to embrace the vision; develop plans; communicate with employees; motivate employees; empower employees; and build teams.

Listening and Memory Development

Participants learn: to overcome the four major barriers to listening; to use 7 listening strategies, to remember names and faces, facts, procedures, and other items of importance; to listen more effectively in groups or one-on-one; and to organize thoughts for more efficient memory.

Management Analysis Techniques

Participants learn: the role of the management analyst; the phases of a management analysis project; techniques for designing a research project or study; methods for defining and analyzing problems; techniques for completed staff work; and techniques for selling ideas to management.

Management Consulting

Participants learn: to plan a management consulting project; to design data collection tools and collect the data; to analyze data; and generate findings; conclusions and recommendations; and to package the results and present feedback to management.

Management Development

Participants learn: how to communicate; establish vision; coach employees; lead employees; plan work; empower employees; make decisions; exercise control; and build teams all at the executive level.

Meeting Leadership

Participants learn how to: Develop good meeting objectives; establish the audience, time, and place; develop an agenda; facilitate participation, manage discussions; control difficult people; make closing remarks, create the minutes; and follow up.

Negotiating With Confidence

Participants learn: the role of communication in negotiation; the problems one encounters; the techniques involved in the negotiation process; effective data collection techniques; how to ask objective questions; and how to develop win-win options.

Personnel Management for Supervisors

Participants learn: recruiting and staffing; position management and classification; employee training and development; equal employment opportunity requirements; management and employee relations; and labor-management relations.

Problem Solving and Decision Making

Participants learn: the steps involved in problem solving and decision making; to use a problem-solving model and apply problem-solving strategies; to give good directions that implement decisions.

Project Management

Participants learn: matrix management; the roles and responsibilities of the project leader and the members of the project team; to satisfy customers' needs; to set goals, tasks, and milestones based on customer needs; to organize the project; to use project reporting and control systems.

Supervisory Development, Introduction to Supervision

Participants learn how to: exercise leadership; establish a vision to the future; make sound decisions and give good directions; communicate for maximum effectiveness; motivate employees; empower employees; exercise controls; and build teams into cohesive units.

Team Building

Participants learn: team building problems and challenges; 13 team building techniques including how to: be a good team member; be a good team leader; negotiate expectations; communicate; use ground rules; establish trust; establish vision; plan work; and resolve team conflict.

Team Leader Development

Participants learn: the advantages and disadvantages of matrix management; how to: lead conferences; establish ground rules; build consensus; counsel team members; develop plans; communicate; and coordinate information related to team performance.

Time Management

Participants learn: to recognize time wasters; to establish and use time savers; to develop and maintain a time management plan; to apply techniques to job responsibilities; to use the telephone to save time; to deal with unscheduled visitors; and overcome procrastination.

Violence, Preventing

Participants learn: the background and definition of battering and other violent behaviors and acts of aggression, who are victims and perpetrators of domestic and workplace violence, why men batter women and why women stay; and techniques for developing a safety plan.

Experiences and References

The following human resource development specialists can attest to the high quality and effectiveness of PSC Seminars.

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| Organization: | Social Security Administration, Kansas City Region |
| Seminars: | Management, Supervisory, and Leadership Development |
| Contact: | Michael Grochowski, Michael.W.Grochowski@ssa.gov |
| Organization: | Naval Air Weapons Center, Weapons Division |
| Seminars: | Management, Supervisory, and Leadership Development |
| Contact: | Lily Horton, lily.horton@navy.mil |
| Organization: | United States Postal Service |
| Seminars: | Presentations, Dealing With Negativity, Emotional Intelligence |
| Contact: | Gloria Gray, ggray@email.usps.gov |

Facilitator Bios

Calvin Swartz, Principal Facilitator

Cal Swartz brings a stellar track record of success and expertise to the workplace. He is an engaging and talented motivational speaker, seminar instructor and facilitator, management consultant, and corporate leader and his goal, first and foremost, is to help others master the interpersonal communication tools of success.

Cal is fulfilling his lifelong dream by transferring his career experiences into a successful business--Progressive Success Corporation. He founded and incorporated PSC to provide people skills for business professionals--to make working relationships between people the best they can be. He has an incredible passion for this work. He finds true joy when he is helping people put aside their differences and work together, when he's motivating them to grow, change, and excel, when he's sharing his expertise in a consulting project. Every organization experiences interpersonal relationship challenges, and Cal is the one you should contact today for a life-changing training experience. Even the most unwilling participant quickly gets caught up in the fun, the activity, and the energy he brings to the classroom. Whether from federal agencies or private industry, participants say his training is the best they have ever attended. His customer list has included many federal agencies such as the Social Security Administration, Department of Health and Human Services, US Postal Service, Health Care Financing Agency, Centers for Disease Control, Fairfax County Government, and the Internal Revenue Service as well as many Department of Defense agencies including the US Army, US Navy, Defense Logistics Agency, and the National Geospatial-Intelligence Agency.

Cal is a retired Army Colonel with recognized expertise and experience in teaching, facilitating, and applying principles of management to the job environment. He has managed organizations as large as 700 people, has worked and trained in both the public and private sectors, and has proven in many venues throughout his career his exceptional ability to analyze, lead, plan, organize, direct, motivate, coordinate, and solve problems, as well as train others to excel in accomplishing these essential tasks of communication and leadership. He has been rewarded with the Bronze Star, the Meritorious Service Medal, and the Legion of Merit for his managerial accomplishments. As a management consultant, Cal has conducted organizational analyses to identify problems and made recommendations for improvement. He has also conducted research and written regulations and manuals for government agencies. He was interviewed and quoted for a Government Executive Magazine article entitled "Speaking Out," which provided tips to government executives on how to deliver effective presentations. His formal education includes a MS in Technology of Management from American University, Washington, DC, as well as some completed work toward a PhD.

In 30 years of work as a facilitator, he has facilitated thousands seminars and workshops to tens of thousands of managers and employees. His seminar teaching experience includes, but is not limited to, Appraisal, Counseling and Disci-

pline; Briefing Techniques, Advanced Briefing Techniques, Coaching and Counseling for Supervisors, Conflict Resolution, Creative Thinking Techniques, Customer Service Skills, Emotional Intelligence, Facilitation/Instructor Training Skills/Train-the-Trainer, Listening and Memory Development, Negotiation Skills, Stress Management, Time Management, Interpersonal Communication Skills, Instructor Training Supervision Techniques, Performance Appraisal, Administering Discipline, Management Analysis Techniques, Management Consulting for HR Professionals, Motivation, Leadership, Project Management, Team Leader Development, Team Building, Team Building Retreats, Diversity Training, and The PSC Management Forum--a course for senior managers.

Cal is constantly researching new trends in human resource training and development and updating PSC seminar materials to keep them fresh and relevant to the ever-changing business world.

Deborah A. White, Alternate Facilitator

Deborah White is an experienced trainer, facilitator, and public speaker, a results-oriented professional with 20+ years of experience in providing diversified services to various DOD, government agency, family advocacy program and nonprofit organizations. Her career has focused on providing program/project development and administration; policy formulation and implementation; training and evaluation; and crisis intervention services. Deborah has worked with local and national businesses, social service programs, and the Department of Defense. Recently, she completed a comprehensive project with the Missouri National Guard where she conducted individual interviews, focus groups, and large group testing.

Deborah has provided services to: Missouri National Guard, Defense Logistics Agency, The Corporation of National Service, Fairfax County Head Start, American Flight Association, DC Police Training Academy, DC Department of Human Resources, American Business Women's Association, North Carolina State Coalition Against Domestic Violence, Alcohol and Drug Abuse Administration, Saint Elizabeth Hospital, Family and Medical Counseling Center, Newport News Center for Youth, Links, Inc., DC Department of Public Works, Office of Substance Abuse Prevention, Cornell University, Federal Women's Program Week, Volunteer Clearing House of Washington DC, American Psychiatric Association, Smithsonian Institute and Friends of the Family.

Deborah brings extensive soft skills expertise to Progressive Success Corporation, including but not limited to: Briefing Techniques, Communication Skills, Conflict Management, Coaching and Counseling Skills, Creative Thinking, Customer Service, Dealing with Difficult People, Cultural Diversity, Emotional Intelligence, Ethics in Leadership, Facilitation/Instructor Training Skills/Train-the-Trainer, Interviewing Techniques, Listening and Memory Development, Meeting Leadership, Problem Solving and Decision Making, Team Building, Team Leader Development, Time Management, and Prevention of Violence in the Workplace.

In addition to her numerous training and speaking engagements, Deborah has been a presenter at the American Psychiatric Association's Annual Meeting, a guest examiner at the National Certification Board for Crisis Counselors, and a monthly guest of the DC Police Training Academy. She has appeared on numerous radio and television programs, including interviews with News Correspondent Harry Smith, and Radio Host Diane Rehm.

As Co-Director of the National Coalition Against Domestic Violence, Deborah coordinated the United State's first National Domestic Violence Hotline. In this capacity, she excelled in her ability to bring together diverse stakeholders from local and national programs, state and federal governments, businesses, and the media and entertainment industry.

Deborah is a graduate of the University of the District of Columbia with a Bachelor of Arts degree in Social Welfare and has completed course work toward a Masters of Social Work at Howard University.

Juanita E. "Jet" Thompson, Alternate Facilitator

Jet Thompson brings to Progressive Success Corp. a wealth of knowledge gained through a wide variety of professional and educational experiences including training, consulting, and administration. She has a strong background in human resource development and is an expert in the design, development, and delivery of training seminars. She specializes in the subjects of Building Self-Confidence and Self-Esteem, Assertiveness Training, Interviewing Techniques, Career Development, and Goal Setting. She has excellent listening and presentation skills and is dedicated to the goal of helping her participants determine appropriate solutions to the difficult situations they face.

In the area of training, Jet has made a career of organizing and presenting workshops on developing self-esteem and self-confidence, including preparation of outlines for daily and weekly course study. She has given lectures and demonstrations using audio-visual teaching aids and instructed adults in resume writing, interviewing techniques, and assertiveness training. She has planned and conducted seminars for over 500 real estate agents, clients, and customers. She has also facilitated programs on the dynamics of effective personal goal setting. Recent training endeavors include five summers teaching and facilitating techni-

cal writing courses for college students affiliated with NASA in Atmospheric Studies coming from such prestigious universities as Howard, Stanford, and NYU. Her expertise includes but is not limited to: Briefing Techniques, Communication Skills, Conflict Management, Coaching and Counseling Skills, Creative Thinking, Customer Service, Dealing with Difficult People, Cultural Diversity, Facilitation/Instructor Training Skills/Train-the-Trainer, Interviewing Techniques, Listening and Memory Development, Meeting Leadership, Problem Solving and Decision Making, Team Building, Team Leader Development, Stress Management, and Time Management.

Jet's consulting projects have included counseling groups and individuals in a number of personal and social concerns such as life planning and decision making. She has administered and interpreted vocational and personality inventories and established a support group for women in a male dominated occupational setting. She has also directed in-service training programs for professional staff. She provided recommendations to a Fortune 500 company which resulted in effective procedural changes. She developed and implemented a telecommunications network serving over 200 individuals, has acted as a liaison between management and non-management employees, and developed an action plan and coordinated the activities of a 25-member youth group.

Ms. Thompson earned a B.A. degree from Virginia State University and a M.Ed. from George Mason University. She is active in many community endeavors and takes particular interest in minority and women's concerns. She enjoys providing professional and skill-building training to women re-entering the workforce.

Vincent L. Johnson, Alternate Facilitator

Vincent Johnson brings expertise in human resources personnel systems and equal employment opportunity administration to Progressive Success Corporation's team of expert facilitators. As a former Deputy Director in the Office of Diversity and Economic Opportunity, Vincent planned, directed, coordinated and evaluated the activities of the office jointly with the Director of ODEO to assure full affirmative implementation of civil rights, equal opportunity, outreach activities, diversity programs of the FDIC. He served as the principle advisor to the Director and other senior FDIC officials regarding laws, regulations, and policies as they pertain to the informal and formal resolution of EEO complaints; affirmative action in employment and contracting programs; Special Emphasis Programs; and Corporate Diversity initiatives.

Specializing in personnel management regulation and policy, Vincent managed a unit that provided guidance to over 90 Air Force Bases on their Special Emphasis Programs. These programs included the Federal Women's Program, Hispanic Employment Program, Asian Americans Pacific Islanders Program, Black Employment Program, Disability Program, and the Native American Program. This included writing regulations, developing training programs, and conducting the training for committee members. He managed responsibility for providing guidance and completing the Air Force Affirmative Action Plan that is submitted to the EEOC yearly and answering congressional inquiries concerning these programs. Vincent has also served as in-house, non-testimonial expert in support of class action litigation for the US Air Force. He has developed and provided statistical and technical analyses, risk assessments, validity/reliability studies, and other assignments relating to the defense of the core personnel systems in class litigation and insured that personnel policies interests were effectively represented in class litigation. He also developed and implemented policies and procedures, including writing regulations, to ensure effective management of both class and individual complaints of discrimination. Vincent has prepared responses to formal congressional inquiries into civilian personnel matters in the area of employment, merit promotion, RIF, and alleged prohibited personnel practices and has served as an agency expert on standards of conduct and ethics. He has planned, directed and managed the Civilian Training and Employee Development Program for 4000 employees as well as a 15-Base EEO program, providing guidance and assistance to Chief EEO Counselors and Special Emphasis Program Managers. He has analyzed Affirmative Employment Plans to ensure compliance with EEOC specifications and ensured the availability adequate resources for effective management of EEO programming and resolution of discrimination complaints. He has served as a career counselor and coordinated recruitment programming for minorities and women. Vincent holds a Masters of Education in Guidance and Counseling from Alabama State University and MBA from Auburn University. He has also accumulated hundreds of hours of training in Basic Labor Relations, Classification and Wage Administration, Advanced Classification, Basic and Advanced EEO Counseling, Conflict Management and Mediation, Leadership for Air Force Managers, Labor Law, Personnel Law, and has attended the Air Command and Staff School.

PROGRESSIVE SUCCESS CORPORATION

**Providing People Skills
for Business Professionals**

OUR SERVICES

**Communication
Skills Training**

Management Consulting

Organizational Analysis

Motivational Speaking

Keynote Presentations

Meeting Facilitation

**Executive and
Team Building Retreats**

CAL'S BLOG:

<http://www.successplace.blogspot.com>