

Virginia Wood Nelson M.Ed., LPC, CEAP
TRAINING . CONSULTING . MEDIATION

February 7, 2004

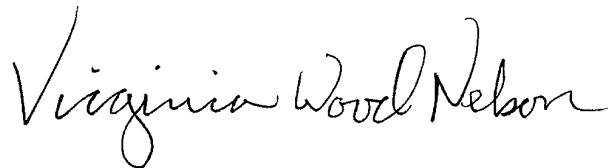
Dear Marcia,

Thank you for the opportunity to present this proposal in an expanded version. I have written the proposal in sections so that the City Council could consider each part individually. You can let me know if this is a good idea or not.

Based on our conversation, you mentioned the possibility of meeting with the Mayor around this issue. I would be happy to do that when you think it is best. This document is still a draft, I am looking for your feedback.

Please feel free to contact me with any questions or comments. I will be in touch later this week to discuss our next step in the process.

Sincerely,

A handwritten signature in cursive script that reads "Virginia Wood Nelson".

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Proposal for Services to the City of Rapid City
From Virginia Wood Nelson M.Ed., LPC, CEAP

Goal One: To provide training for the City of Rapid City that builds competencies in Customer service, conflict resolution and effective team building. These competencies achieved will result in consistently higher internal and external Customer satisfaction.

Goal Two: To provide organizational consultation to the leadership of the Growth Development department. Creating an a department with clear goals, a positive work environment, and a reputation for high levels of productivity.

Proposed Project Process of Goal One:

1. Pre-Training

A. Evaluation of current standards of Customer service.

Employees would complete a brief survey around their understanding of current standards of Customer service and self appraisal of their present skill levels in providing quality Customer service.

B. Identification of Standards and Competencies.

The Mayor and/or designated City department heads would clarify standards of Customer service and measurable outcomes related to the overall experience of customers of the City of Rapid City. In addition, key areas of knowledge and skills will be identified as the basis for evaluation of performance levels for employees.

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2. Customer Service Training is based on the following:

A. Educating employees on the standards and competencies required by the City of Rapid City

B. Skill building in the key areas of Customer Service
These areas of learning would include but are not limited to the following;

1. Effective listening skills
2. Constructive use of feedback
3. Creating a climate of welcome
4. Behaviors that create conflict (could it be you?)
5. Moving from conflict to cooperation
6. How to effectively "team" with others to create solutions
7. Negotiating agreement without compromising standards
8. The end result: A satisfied customer

Proposed Training Duration:

- Four two hour sessions to be held at two to three week intervals
- Two to three training groups to facilitate department scheduling

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Proposed Process for Goal Two:

1. Meet with the City head of Growth Management to assess and formulate a strategy for an effective department transition.
2. Facilitate assessment of current department functioning.
3. Based on the assessment, and in collaboration with department head a plan of action will be developed to achieve productive, customer driven department goals.

Fees for Service:

Pre-Training consultation: Creating and coordination of employee survey, and meetings related to this proposed training: \$50.00 per hour
Training: \$100.00 per hour
Organization Development \$ 100.00 per hour
Materials: At cost or master copies can be provided for the City of Rapid City to produce.

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