

**Proposal for Services to Rapid City Public Works
From Virginia Wood Nelson Med. LPC, CEAP**

Goals of services: To provide training for the staff of the Public Works department that builds competencies in customer service, clarification of team roles and responsibilities and conflict resolution. These competencies achieved will result in consistently higher internal and external customer satisfaction.

Training sessions will be held at locations and over a period of time decided by the Public Works director.

Topics covered by the training include by are not limited to the following:

1. Effective listening skills
2. Constructive use of feedback
3. Understanding the expectations and roles of the public works department team
4. Behaviors that create conflict
5. Moving from conflict to cooperation to collaboration
6. How to effectively "team" with others to create solutions
7. Negotiating agreement without compromising standards
8. How to create the factors for satisfied internal and external customers

**Virginia Wood Nelson Med. LPC, CEAP
Training and Consultation**

22882 Pine Meadows Court
Rapid City, South Dakota 57702
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Fees for service:

- Training: \$150.00 per hour
- Materials: At Cost
- Consultation with
Public Works Director: \$100.00 per hour

Estimated times and cost for services:

Training: Based on estimated 25-30 hours of service;
Estimated total: \$4,500.00

Consultation: Based on estimated 10-15 hours of service;
Estimated total: \$2,250.00

Total Cost of Services not to exceed: \$6,750.00

Thank you for the opportunity to submit this proposal. Any questions may be directed to me at the address and numbers listed below.

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