

**PROFESSIONAL SERVICES AGREEMENT**

FOR AND IN CONSIDERATION of the mutual benefit inuring to the parties hereto, this Agreement is entered into this \_\_\_ day of \_\_\_\_\_, 2004, between the City of Rapid City, hereinafter "City," and Virginia Wood Nelson subject to the following terms and conditions:

1. The purpose of this Agreement is to allow Virginia Wood Nelson to perform professional training in the areas of customer service, conflict resolution and effective team building for the Department of Growth Management;
2. Ms. Nelson will be required to provide to the City the services outlined in her "Proposal for Services to the City of Rapid City" which is incorporated herein by this reference;
3. The City will be required to compensate Ms. Nelson for her services as follows:
  - a. Pre-Training Consultation: Creation and coordination of employee survey and meetings related to training at the rate of \$50 an hour.
  - b. Training and Organization Development at the rate of \$100 per hour.
4. Ms. Nelson will provide master copies of any materials to the City. She will be reimbursed for those materials at cost. In order to be reimbursed she shall provide to the City an itemized receipt specifically enumerating any costs that she is requesting reimbursement for.
5. In no event shall the cost of services provided to the City by Ms. Nelson exceed \$7,650.
6. Ms. Nelson knowingly, intelligently, and voluntarily agrees to indemnify and hold harmless the City, and their employees, officers, and agents, in whole or in part, from any claim, loss or damages arising as a result of any services performed under this Agreement, whether direct or indirect, whether to person or property, and including worker compensation claims.
7. This contract contains the entire Agreement between the parties, and is subject to and will be construed under the laws of the State of South Dakota, and may be amended only in writing signed by both parties.

Dated this \_\_\_ day of \_\_\_\_\_, 2004.

CITY OF RAPID CITY

\_\_\_\_\_  
Virginia Wood Nelson

\_\_\_\_\_  
Mayor

ATTEST:

---

Finance Officer

(SEAL)

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

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

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

**Goal Two:** 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.

**Proposed Process for Goal One:**

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.

**Proposed Project Process of Goal Two:**

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.

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

**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.

**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. What are the City of Rapid City's standards of Customer Service
2. Effectively listening to the customer
3. Constructive use of feedback
4. Creating a climate of welcome
5. Behaviors that create conflict (could it be you?)
6. Moving from conflict to cooperation
7. How to effectively "team" with others to create solutions
8. Negotiating agreement without compromising standards
9. The end result: A satisfied customer

**Proposed Training Duration:**

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

# Virginia Wood Nelson M.Ed., LPC, CEAP

TRAINING . CONSULTING . MEDIATION

## Fees for Service:

Pre-Training consultation: Creation and coordination of employee survey, and meetings related to 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.

## Estimated times and total costs per service:

Pre-Training: Based on estimated 20-25 hours of service:  
Estimated total: \$1,000-\$1,250

Training: Based on four-two hour training sessions at a cost of \$800.00  
Three groups of employees attending:  
Estimated total: \$2,400

Organization Development: Based on both individual sessions with the head of Growth Management and department sessions, an estimated total time of between 20-40 hours.  
Estimated total: \$2,000-\$4,000

**Total Cost of Services not to exceed : \$7,650.00**

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

22992 Pine Meadows Court, Rapid City, SD 57702 (605)342-2588 CELL (605)381-0659  
Email [ginnynelson5@msn.com](mailto:ginnynelson5@msn.com)