

Contra Costa County Employment and Human Services Department

Request for Interest - RFI 364:

MANAGEMENT COACHING, COUNSELING, AND TRAINING SERVICES.

Services to be Funded:

The Contra Costa County Employment and Human Services Department (EHSD), announces Request for Interest (RFI) #364 seeking individuals, organizations or firms to provide coaching, counseling, and training services to assist in the transitioning of management staff. The successful candidate will provide a minimum of three, two hour, one-on-one sessions with management staff. The successful candidate will work with the Director of Administrative Services to prepare a specific plan of action to ensure success in this effort. Sessions will take place at Employment and Human Services Department (EHSD) offices.

Background:

EHSD provides services, in partnership with the community, that support and protect adults, children, families, and the elderly, and promote personal responsibility, independence and self-sufficiency. EHSD has over 1,350 staff located in 26 facilities throughout the county. Last year, EHSD served over 90,000 residents in our county. EHSD is responsible for a budget in excess of \$300 million, 10% funded by the County and 90% funded by Federal and State Governments. EHSD administers over 40 programs mandated by federal, state and local governments.

Coaching Objectives

- Explain the role of a manager.
- Emphasize the need to use active listening skills.
- Identify existing leadership style and explain the dangers and advantages it offers.
- Demonstrate use of personal leadership skills.
- Demonstrate management skills in an active work environment.

Session Content

- The job of management — definition and content.
- The role of a manager — Conceptual Skills; Human Skills; Technical Skills; Impact on Personal Development.
- The Communication Cycle — Avoid misunderstandings.
- Impact of the use of the word “I” when talking with others on the job.
- Listening Skills — Steps for better listening; Passive vs. Active Listening.
- Managing Instructions — Written and Oral.
- Leadership Styles — Supportive; Social; Systems; Directive.

- Identify ways of interacting with other styles — Dangers & Advantages.
- Management vs. Leadership

Qualifications:

The successful candidate must have a minimum of 5 years experience providing management skills training to include:

- The role of a manager.
- Leadership Styles.
- Communication.
- Conceptual, Human, and Technical management skills.
- Successful candidate must have a valid driver's license and be able to provide proof of automobile insurance

Funding:

EHSD will award a short term standard contract to the most qualified candidate, including all fees and supplies, not to exceed \$3,500.00, depending on experience, proposed fees and budget.

Selection Criteria:

80% Management skills training experience.
20% Work samples.

Document Submission Requirements:

If interested, please submit a letter of interest, description of experience, work samples and proposed fees to RFI # 364 at:

Contra Costa County Employment and Human Services Department

Contracts Unit, Attention: RFI # 364

40 Douglas Dr.

Martinez, CA 94553

Telephone: (925)313-1691

FAX: (925)313-1758

E-mail: contractbid@ehsd.cccounty.us

Website: www.ehsd.org/rfi

**Responses must be received no later than 5:00 p.m., Friday October 17th, 2008.
Postmarks will not be accepted.**