



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

February 28, 2019

BOARD OF DIRECTORS

ROBERT E. ALVARADO

Division 1

DON WILSON

Division 2

MARCO HENRIQUEZ

Division 3

KATHY MAC LAREN

Division 4

VINCENT DINO

Division 5

DENNIS D. LaMOREAUX

General Manager

ALESHIRE & WYNDER LLP

Attorneys



**AGENDA FOR A MEETING
OF THE PERSONNEL COMMITTEE
OF THE PALMDALE WATER DISTRICT**
**Committee Members: Kathy Mac Laren-Chair, Vincent Dino
to be held at the District's office at 2029 East Avenue Q, Palmdale**
THURSDAY, MARCH 7, 2019
4:30 p.m.

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)

- 4.1) Consideration and possible action on approval of minutes of meeting held November 8, 2018.
- 4.2) Consideration and possible action on management training. (\$29,240.00 – Budgeted – Human Resources Director Emery)
- 4.3) Consideration and possible action on creating a Field Customer Care Representative II designation. (No Budget Impact – Human Resources Director Emery)
- 4.4) Consideration and possible action on revision to Organizational Structure moving the G.I.S. Coordinator position from the Engineering Department to the Information Technology Department. (No Budget Impact – Human Resources Director Emery)
- 4.5) Consideration and possible action on co-sponsoring cultural training with the City of Palmdale. (\$5,200.00 – Budgeted – Human Resources Director Emery)
- 5) Information items.
 - 5.1) Other.
- 6) Board members' requests for future agenda items.
- 7) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

**PALMDALE WATER DISTRICT
BOARD MEMORANDUM**

DATE: February 28, 2019 **March 7, 2019**
TO: PERSONNEL COMMITTEE **Personnel Committee Meeting**
FROM: Jennifer Emery, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 4.2 – CONSIDERATION AND POSSIBLE ACTION
ON MANAGEMENT TRAINING. (\$29,240.00 – BUDGETED – HUMAN
RESOURCES DIRECTOR EMERY)***

Recommendation:

Staff recommends that the Committee approve the one-year management training program by Tiana Sanchez International, LLC.

Alternative Options:

The alternative is to not have this management training in 2019.

Impact of Taking No Action:

Palmdale Water District is located a significant distance from traditional management education. This means that our managers have limited opportunities to expose themselves to new and innovative management education.

Background:

The District approved a communication training program for our Treatment Plant staff in 2018. This year we would like to continue this process by providing our management with a year long situational leadership program that follows the Ken Blanchard leadership model. This training will consist of online training along with quarterly in person training sessions. The management team will have access to the Ken Blanchard Situational Leadership learning portal for a full year and will be given assignments and goals throughout the year.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence
This item directly relates to the District’s Mission Statement.

Budget:

The cost of this training would be \$29,240.

Supporting Documents:

- Business Proposal

CONTACT US

Tiana Sanchez International, LLC

10326 Sparkling Drive, Suite 1
Rancho Cucamonga, CA 91730
W: www.nolimitzyoursuccess.com
E: info@nolimitzyoursuccess.com
T: +800 349 0941

Tiana Sanchez International, LLC

Adding Value to the People We Serve

BUSINESS

PROPOSAL

MANAGEMENT TRAINING FOR DEPARTMENT LEADERS

PREPARED FOR:

Jennifer Emery
Human Resources Director
Palmdale Water District
2029 E. Avenue O,
Palmdale, CA 93550

CREATED

01/25/2019

VALID UNTIL

02/08/2019



ABOUT US



An Organizational Training and Development firm working in tandem with for profit, nonprofit businesses, and colleges to foster a more competent and confident workforce in the new economy.

OUR PROFILE

We are an Organizational Training and Development practice working in tandem with businesses and colleges to foster a more competent and confident workforce in the new economy.

Tiana Sanchez International, LLC helps companies recognize the value of talent and the potential risks of not developing it. We help frontline staff, managers, leaders, emerging leaders, and students develop relevant competencies to help them perform better in their career. Training is delivered with integrity, focusing on achieving outcomes, significant to the participants, steering each participant in the direction to act. We help people RE-THINK their leadership potential to create a BIGGER impact within the organization. As a result, they retain a competitive edge in the marketplace adding tremendous value to the people they serve.

WHAT WE DO

- 5 Help companies retain a competitive edge in the marketplace adding tremendous value to the people they serve
- 5 Teach competency-building strategies that leverage experience and support corporate objectives
- 5 Improve individual and team performance

Tiana has 17 years of managerial and training experience working with CEO's and Educators alike toward a more qualified, capable and confident workforce. We work with organizations that are in a "state of change" and struggling to meet corporate objectives resulting in mediocre performance and low productivity. We are dedicated to improving overall performance through assessment, training, coaching, solution-based strategies and self-mastery.



Be the
Leader Your
People Need

THE SLII EXPERIENCE™

You want your managers to be effective and know how to lead successful teams. But often, they don't have the skills to be flexible leaders, so they don't lead their people as effectively as they could. Many organizations struggle with finding training solutions that will develop their leaders to be the best they can be.

We know how frustrating it can be when your managers lack what it takes to impact performance. Research shows that employees need different levels of direction and support from their leader, depending on the task at hand. The problem is that most managers have only one leadership style that they apply to everyone, in every situation. The best leaders are situational leaders. They know how and when to provide the right leadership to help their team members succeed.

As the world's most taught leadership model, SLII® teaches managers the skillset they need to guide their people through predictable stages of development and provide them with what they need to be successful. Backed by years of research and proven results, the SLII framework has stood the test of time. When people get the leadership they need when they need it, their performance accelerates, work passion increases, and your organization thrives.

Blanchard | **Channel™**
Partner Network | Partner

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Training your managers to be situational leaders will result in:

Accelerated Development

A Common Leadership Language

Increased Retention and Morale

Proactive Problem Solvers



A Common Leadership Language

THE PROVEN FORMULA TO BUILD SITUATIONAL LEADERS

Organizations can choose how they deliver The SLII Experience™, allowing learners to be more in charge of their learning journey beyond the classroom. Each delivery format follows a four-part learning path to ensure your managers master the content and become situational leaders.

- **LAUNCH**—Receive a portfolio of assignments to explain the concepts and engage learners in the content of SLII
- **LEARN**—Participate in activities that will teach leaders the skills and language they need to become a situational leader
- **PRACTICE**—Participate in activities that will develop new skills through robust, real-life practice
- **MASTER**—Participants will assimilate strategies to deepen and extend the learning so that it becomes second nature to set SMART goals, diagnose development level, and use the matching leadership style

When you work with Blanchard to deepen the skills of your leaders, you can be confident that you'll make an impact in your organization. We partner with you each step of the way to teach you proven best practices that will result in the greatest return on your investment. Leaders deserve to be equipped with the right framework and tools to be successful. With more effective managers, morale and engagement will go up, team members will feel supported, employees will become more creative problem solvers, and overall company productivity will increase.

READY TO GET STARTED?

Here's how to implement a successful training initiative, in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company



Blanchard | **Channel™**
Partner Network | Partner

Contact Us | www.nolimit2yoursuccess.com | 1.800.349.0941 | info@nolimit2yoursuccess.com

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Executives & Senior Level Managers

Intermediate leadership roles who want to increase their effectiveness

Executives and senior-level managers

Mid-level or new managers or supervisors



SCOPE OF WORK

STEP I

Define and articulate learning outcomes for participants.

STEP II

Provide a thorough overview of subject matter and conduct leadership assessment. LAUNCH.

STEP III

Provide quarterly training, F2F and via an online learning portal facilitated by an expert trainer. LEARN & PRACTICE.

STEP IV

Review and evaluate the return on expectations. Provide post-training support up to 12 months. MASTER.

The SOW includes a description of services, deliverables, and outcomes that are expected to be provided by Tiana Sanchez International, LLC. The SOW includes a time line for all deliverables. The Specialized Management Training outline is below. Our goal is to support PWD leadership and as a result, leaders will become more effective in their role and acquire the necessary leadership skills they need. To achieve this goal, we have incorporated key elements for increased retention of information, accountability, self-awareness, 1:1 coaching and a hybrid learning approach of both online and in-class training. All topics will include elements of Trust, Communication, and Accountability.

STEP I

- 5 Set clear objectives and outcomes
- 5 Consult with Human Resources for additional guidance
- 5 Communicate learning outcomes with everyone

Define and Articulate Learning Outcomes for Everyone

Consult and work collaboratively with Palmdale Water District HR leader and department managers on articulating the learning outcomes for everyone. Learning objectives are discussed and clarified with the team. Personal and professional goals are set and discussed. Through management development, we strive for improved leadership effectiveness, accountability, and increased trust.



STEP II

- 5 Subject Matter Overview
- 5 Assessment Administration and Interpretation
- 5 One on one Coaching

LAUNCH: Program Overview, Leadership Assessment, 1:1 Coaching

A program overview of **Situational Leadership II** will be provided to department leaders of Palmdale Water District. Each participant will receive and complete the PXT assessment which will be accompanied by a one on one coaching session. Training will support the company’s strategic initiative of “OPERATIONAL EXCELLENCE.” Training will emphasize company best practices, support core values, and the mission and vision of Palmdale Water District. Customization may include industry-specific business scenarios and verbiage specific to the company. **Deliverables will include a copy of the assessment results during the 1:1 coaching session.**

STEP III

- 5 LIVE, F2F sessions for increased engagement.
- 5 Expert facilitation, group exercises, relevant subject matter.
- 5 Access to user-friendly Learning Portal

PRACTICE & LEARN: Kick-Off, Quarterly Training and Intermediary Learning

Department managers will receive highly engaging, relevant, and leadership-centric training. Managers will learn the skillset they need to guide their people through predictable stages of development and provide them with what they need to be successful. Subject matter includes but is not limited to *Establishing Clear Expectations through Alignment Conversations, Diagnosing Development Levels of Others for Improved Performance, Adjusting Leadership Styles to Build Others Competence and Commitment.* **Deliverables include four, half-day (4-hour) group training sessions with an experienced trainer/facilitator.**

STEP IV

- 5 Clarify and refine expectations of key business stakeholders
- 5 Evaluation occurs before, during and after training.

Review and Evaluate the Return on Expectations (ROE)

The effectiveness of training will be evaluated using the Kirkpatrick model, *The Four Levels of Evaluation: Reaction, Learning, Behavior, and Results.* The participant and his/her boss will be instrumental in helping to reinforce new skills and converting expectations into business outcomes. **Deliverables: Review and evaluate progress made with the participant, his/her boss, and Human Resources.**



TRAINING TIMELINE/DETAIL

Month	Jan	Feb	Mar	Apr-May	Jun	July-Aug	Sept	Oct-Nov	Dec.	Jan 2020
Approval & Goals Set	■									
Admin. Set-Up		■								
Quarterly Training			■		■		■		■	
Intermediary Learning, Pre-Work		■		■		■		■		
Review & Evaluate					■					■

Professional Development for Twelve (12) Department Leaders

A twelve-month, specialized management training program with a blended approach that allows pre and post lesson review, face-to-face learning, and intermediary learning via an online portal. It includes (1) hour of coaching, (4) hours of structured training per quarter, an evaluation of learning, and post-training support.

DESCRIPTION	DATE	PRICE
QUARTERLY (F2F) TRAINING: Provide four (4), 4-hour Management Training Sessions for select Palmdale Water District Department Managers over a period of 9-12 months. <i>Daily facilitation rate for this program is \$5000. Pre-work and Set Up begin in February</i>	03/23/2019 thru 12/31/2019	\$20,000
COST OF TRAINING MATERIALS: Each participant will receive course materials during live training courses and electronically via a learning portal. Materials: <i>Situational Leadership II - \$4740 (\$395/person), PXT Assessment - \$2000 (\$250/person) Please note, this cost excludes the four managers that have taken the assessment.</i>	2/25/2019	\$6,740
EVALUATION OF TRAINING, PRE AND POST: <i>Effective Training and Training Effectiveness</i> will both be measured including but not limited to <i>Satisfaction and Knowledge Acquired, Changed Behaviors, Business Impact, ROI and Factors Affecting Results.</i>	03/12/2019 thru 01/31/2020	\$5,000
INTERMEDIARY LEARNING: Self-paced, "outside of the classroom" assignments and goals will be required by all participants.	02/01/2019 Thru 11/30/2019	included
PARTIAL CREDIT APPLIED FOR UNUSED TRAINING MATERIALS		<2,500>
Total cost of services and cost of goods.		\$29,240



TERMS & CONDITIONS

General and special arrangements, provisions, requirements, rules, specifications, and standards

Terms and conditions set the rights and obligations of the contracting parties, when a contract is awarded or entered. These include "general conditions" which are common to all types of contracts, as well as 'special conditions' which are unique to a specific contract.

SPECIAL TERMS

Term of Agreement. The initial term of this Agreement shall be for a period of 9-12 months (the "Initial Term") from the date of execution by both Company and Client. Upon completion of the Initial Term, the Client has options. The Client may wish to continue with services in which case a new agreement will be drawn and signed. If Client opts out, no further action is required by either party.

CONFIDENTIALITY

It is agreed that Company personnel may enter client's office if requested services require such entry. Company shall hold personal information regarding Client and the services requested in the strictest confidence. Company will commit to protect Client's confidential information with the same care, and to the same extent, as it protects its own confidential information or proprietary information

INDEMNIFICATION

Client shall indemnify and hold Company harmless from all claims, losses, damages, or injuries arising from the death or injury of any person or persons, or from damage to or destruction of any property, arising from the performance of this Agreement, except those claims arising out of the sole negligence or willful misconduct of the Company or its agents or employees.

SPECIAL CONDITION

Everyone in the program is encouraged to attend each session to get the full benefits of training. Everyone in the management development program is encouraged to complete all pre-work and assignments to receive the full benefits of the training. Results may vary per individual. If the client makes a request to add a new manager to the program after the signing of this agreement, the client must pay the cost of materials for each additional manager. If a manager is terminated from the program, the client can replace that manager but must also pay the cost of materials.

SPECIAL CONDITION

The Client will identify and confirm individuals in the program, provide names, titles/positions and email addresses for each person 2-4 weeks before coaching commences. Any missed or cancelled sessions must be provided in writing 24 hours before the scheduled session(s). Missed sessions do not negate the responsibility for payment of services. Client will be billed according to this agreement.



OUR CLIENTS



Multinational food products company



**St. Baldrick's
FOUNDATION**
Conquer Childhood Cancers

Non-profit helps cancer research for children



AIDS Services Foundation Orange County



Gourmet fast food American icon since 1946



Southwest College Educational institution for diverse students



Largest county in the U.S. by total area



US Based Financial Wellness Company



Abundant Living Family Church – Multicultural Church

SPECIAL REVIEW

Duane Vajgrt

Board President, AIDS Services Foundation

"I was extremely impressed with Tiana's effectiveness. She was very energetic, upbeat, and engaging. She effectively engaged the entire group in fun but illustrative processes."

Lisa Merrell

Director of Operations, HDOS Enterprises

"I have participated in many workshops of this type but never have they been so poignant and usable. Great results, good value, high integrity."



OUR AGREEMENT

This agreement is made between **Tiana Sanchez International, LLC**, ("Company") and the Palmdale Water District ("Client")

Scope of Services/Payment: Client hereby agrees to the **Palmdale Water District Management Training Program**, outlined in this agreement, for twelve (12) department leaders commencing on or around February 20th, 2019 and end on or around January 1, 2020.

The Client will be immediately invoiced and payment for "cost of goods" is due upon the signing of this agreement. The client agrees to a one-time fee of **\$6,740** for cost of goods (please refer to page 6, table, 2nd line item) and a monthly installment, starting **March 1, 2019**, in the amount of **\$2,250**. Payments are due 30 business days after issue. Acceptable forms of payment are electronic or via paper check made payable to the business name and mailed to the business address. Client agrees to provide on-site or off-site location for monthly training sessions (if applicable). Client is responsible for coordinating, communicating and scheduling training sessions in conjunction with the Company.

Waiver. This is a service contract. Any and all warranties set forth in this Agreement are in lieu of all other warranties, express or implied, including, without limitation, any warranties of merchantability or appropriateness for a particular purpose. Company warrants the services will be rendered in a professional manner. In no event, will Company's liability of any kind include any special, incidental or consequential damages, i.e. damages for lost data, profits and increased business expenses, even if Company has knowledge of such potential loss or damages. Company will disclose any knowledge of issues to Client. Client acknowledges that Company is not responsible for the results obtained by the Client when using any of Company's services. Client waives any claim for damages, direct or indirect, and agrees that its sole and exclusive remedy for damages (either in contract or tort) is the return of the consideration paid to Company as set forth herein. No action, regardless of form, arising out of the services rendered, under the Agreement, may be brought by either party more than one year after the cause of action has occurred. In no event shall Company be held liable for consequential damages.

Relationship. Notwithstanding any provision hereof, Company is an independent contractor and is not an employee, agent, partner or joint venturer of Client and shall not bind nor attempt to bind Client to any contract. Company shall accept any directions issued by Client pertaining to the goals to be attained and the results to be achieved by Company, but Company shall be solely responsible for the manner and hours in which the services are performed under this Agreement.

Attorneys' Fees. If any legal action is brought by Company to recover amounts due under this Agreement, Company shall be entitled to recover reasonable collection costs incurred, including but not limited to, attorneys' fees.



THANK YOU

Thank you for partnering with **Tiana Sanchez International, LLC** for your executive coaching needs. Review the terms of the proposal and sign where indicated. Please contact me directly with any questions at 800.349.0941 or 310.386.6368.

Respectfully Submitted by:

Tiana Sanchez, CEO
Tiana Sanchez International, LLC
10326 Sparkling Drive Ste 1
Rancho Cucamonga, CA 91730
Date: January 25, 2019

Accepted by:

Jennifer Emery, Human Resources Director
Palmdale Water District
2029 E. Avenue Q,
Palmdale, CA 93550
Date:

Tiana Sanchez International, LLC
Adding Value to the People You Serve

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: February 28, 2019 **March 7, 2019**
TO: PERSONNEL COMMITTEE **Personnel Committee Meeting**
FROM: Jennifer Emery, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 4.3 – CONSIDERATION AND POSSIBLE ACTION ON CREATING A FIELD CUSTOMER CARE REPRESENTATIVE II DESIGNATION. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)***

Recommendation:

Staff recommends that the Board revise the Field Customer Care position to allow for advancement from the level I to the level II position to be consistent with the office Customer Care Representative positions.

Alternative Options:

The alternative is to only have one Field Customer Care Representative II position.

Impact of Taking No Action:

The current organizational chart limits opportunities for flexibility of staffing as the work flow of the department changes during the month. The current structure has the level II position overloaded part of the month and the level I positions overloaded during the meter reading periods.

Background:

This will allow a maximum number of staff to be skilled in a maximum number of tasks and thereby reduce staffing stressors within the department. The District approved this structure for the office Customer Care staff a few years ago, and the Facilities Department also has this structure.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence
This item directly relates to the District’s Mission Statement.

Budget:

This would fall within the 2019 budget.

Supporting Documents:

N/A

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: February 28, 2019 **March 7, 2019**
TO: PERSONNEL COMMITTEE **Personnel Committee Meeting**
FROM: Jennifer Emery, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 4.4 – CONSIDERATION AND POSSIBLE ACTION ON REVISION TO ORGANIZATIONAL STRUCTURE MOVING THE G.I.S. COORDINATOR POSITION FROM THE ENGINEERING DEPARTMENT TO THE INFORMATION TECHNOLOGY DEPARTMENT. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)***

Recommendation:

Staff recommends that the Board approve moving the GIS Coordinator position into the Information Technology Department.

Alternative Options:

The alternative is to leave this position in the Engineering Department.

Impact of Taking No Action:

The impact of leaving this position in Engineering would be to limit the scope of this position to its original duties of keeping maps and records.

Background:

This position was created to fulfill a specific need within the Engineering Department, and while this need still exists, the scope of GIS utility within the District has expanded well beyond this original idea. GIS is now an integral part of most water districts playing a part in engineering, emergency management, facilities record keeping, etc. In order to accommodate anticipated growth in this field and a more integrated GIS program, we would like to move this position into our IT Department.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence
This item directly relates to the District’s Mission Statement.

Budget:

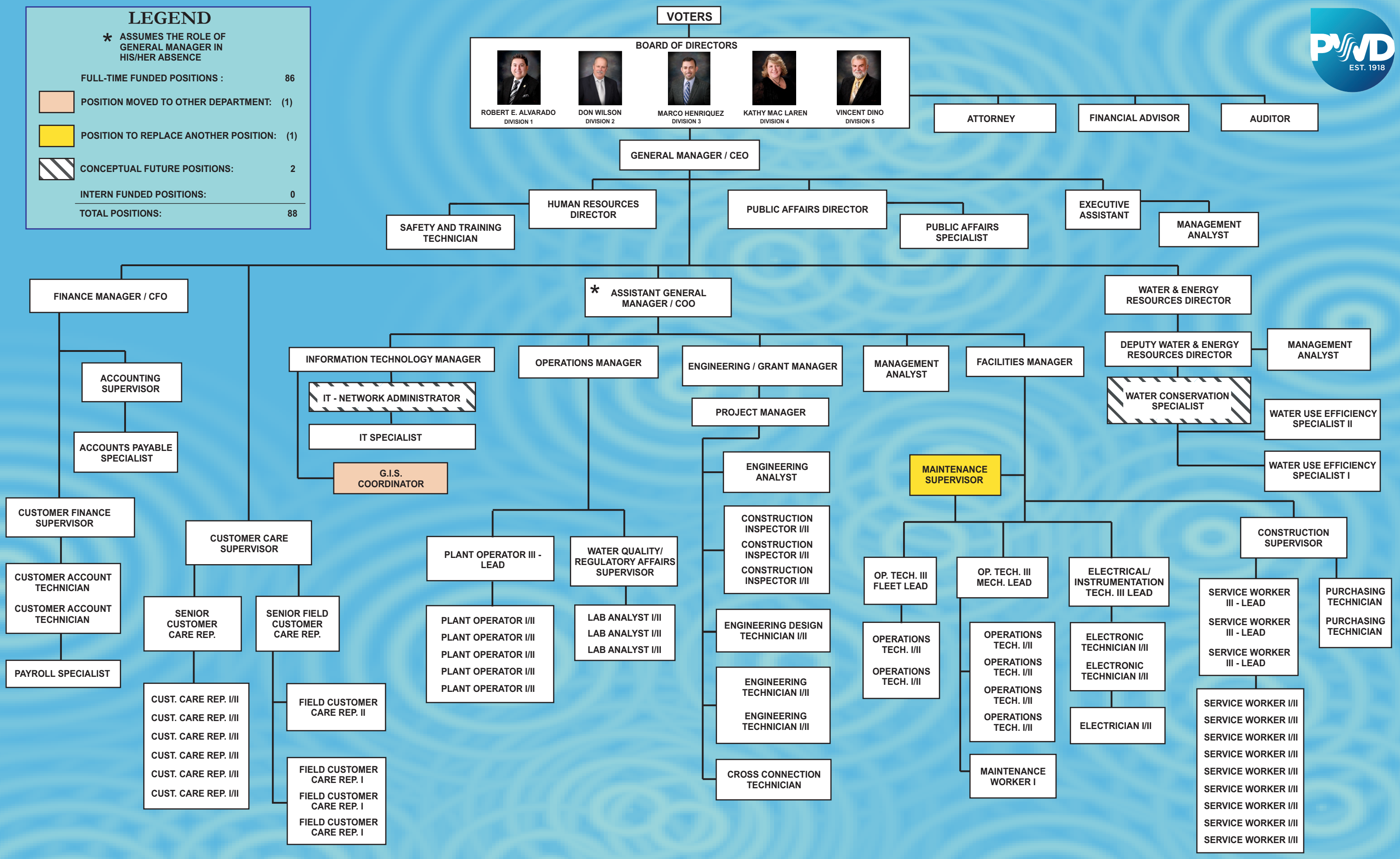
This would fall within the 2019 budget.

Supporting Documents:

- Organizational Chart



LEGEND	
* ASSUMES THE ROLE OF GENERAL MANAGER IN HIS/HER ABSENCE	
FULL-TIME FUNDED POSITIONS :	86
POSITION MOVED TO OTHER DEPARTMENT: (1)	
POSITION TO REPLACE ANOTHER POSITION: (1)	
CONCEPTUAL FUTURE POSITIONS: 2	
INTERN FUNDED POSITIONS: 0	
TOTAL POSITIONS:	88



PALMDALE WATER DISTRICT ORGANIZATIONAL STRUCTURE

APPROVED NOVEMBER 13, 2018

**PALMDALE WATER DISTRICT
BOARD MEMORANDUM**

DATE: February 28, 2019 **March 7, 2019**
TO: PERSONNEL COMMITTEE **Personnel Committee Meeting**
FROM: Jennifer Emery, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 4.5 – CONSIDERATION AND POSSIBLE ACTION ON CO-SPONSORING CULTURAL TRAINING WITH THE CITY OF PALMDALE. (\$5,200.00 – BUDGETED – HUMAN RESOURCES DIRECTOR EMERY)***

Recommendation:

Staff recommends that the Board approve co-sponsoring a “Synergy Team Power Event” with the City of Palmdale.

Alternative Options:

The alternative is to forgo this event.

Impact of Taking No Action:

The impact of not having this event would be to have the City of Palmdale sponsor the event on their own.

Background:

Previously the Palmdale Water District and the City of Palmdale co-sponsored a Leadership Training event. The feedback from the City of Palmdale was extremely positive, and it was an opportunity for the District management to interact with the community. This event would be open to all staff and would build strong comraderies between District staff and City staff. This event is structured around teambuilding and culture.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Regional Leadership
This item directly relates to the District’s Mission Statement.

Budget:

The cost of this event would be approximately \$5200.

Supporting Documents:

- Proposal

A

Special

Synergy Team Power Event

A World Renowned Team Building Experience

for



Designed and Presented by:
Chris Alexander
Synergy Executive Education
tel: 949/838-4970
CAlexander@SynergyTeamPower.com
SynergyTeamPower.com

The Objective

The objective of the Synergy Team Power Program is to elevate interdepartmental and cross cultural interpersonal communication, enhance co-operation and build a motivated high-performance team that will exceed internal and external customer expectations.

General Description

The Synergy Team Power Program is a powerful attitudinal, motivation and communication interactive learning experience. This program is designed to build a foundation for successful change and is effective for setting the stage for improved performance, culture change and motivational team building programs.

The Synergy Team Power Program actively engages participants by enhancing interpersonal communication, creativity and team spirit.

Teams go through a series of experiential - learning by doing - exercises and games that tap into individual strengths and contributions to the team. All group dynamic exercises and games are carefully selected and customized to suit your individual goals and objectives.

The Synergy Team Power Program can be held at almost any location: conference centers, resorts, clubs, schools, parks or on-site training facilities.



Duration Options:

1. Customized four (4) hour (½ day) structured Team Building and Communication Event or
2. Customized eight (8) hour (full day) structured Team Building and Communication Event

Synergy Team Power Event Overview

Please note: This is a general overview of our most popular event/program.

Introduction to Synergy

All Synergy workshops and events begin with a highly interactive, fast start module. This introduction will include outstanding meeting openers that will engage the entire group and set the tone for the workshop.

Proactive vs. Reactive Communication

The introduction leads directly into the importance of personal proactive thinking vs. reactive thinking. It demonstrates, for example, how "no right result can come from wrong-reactive thinking" in any area of life.

The 5 Success Habits of High-Performance Teams

- Build Trust
- Right Mental Attitude (RMA)
- Make it Fun
- Be the First-Giver
- Be a Synergist

The Challenge of Change

This segment includes a powerful case study that brings all of the learning points in this workshop together in a interactive and powerful way. Shifting mindsets, attitudes and building trust, is a powerful benefit in the business world today. As Alvin Toffler said, "Unless we can adapt and adjust to change, we're always going to be in a state of future shock." We have to be prepared to anticipate, acclimate, and activate the changes needed for high-performance teamwork. We have to listen to other peoples' ideas, their points of view, and change the way that we do things.

Synergy Human Scrabble Game

A physical high energy game perfect for your team. This game is designed to send clear messages which communicate the importance of working together to achieve goals. It also demonstrates the importance of buying into new ideas and concepts and working on communication, planning and execution.

Synergy Goal Setting

A fun team accountability, responsibility, and performance project. The group will finalize the day by selecting 5 specific team improvement goals. These goals will be distributed and implemented on a daily basis to improve communication, teamwork, and collaboration.

Financial Investment

Customized Synergy Team Power Event

4 hour event - \$3,500

8 hour event - \$4,500

Includes instructional design, all workbooks, training materials, and individual take-aways. (Published books not included) We provide LCD projector, Laptop and sound system at no additional charge.

Terms of Business:

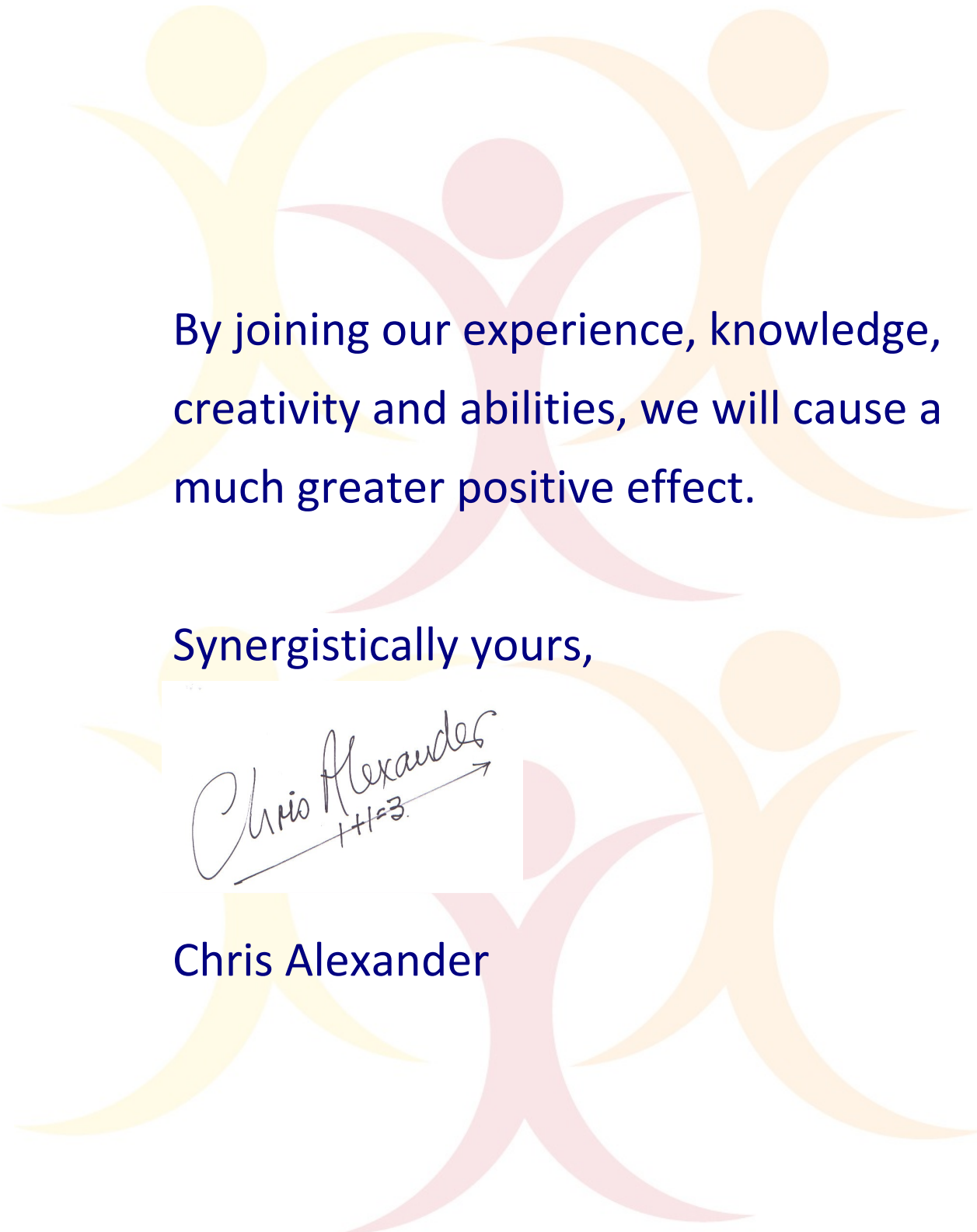
1. Travel, accommodation and location costs are not included (possible one night accommodation)
2. For workshops, events and seminars, an official purchase order or a booking fee of 50% will be due on presentation of invoice.
3. Any cancellations within 14 days of date of retreat/workshop will be charged for.
4. Booking fees are non-refundable.

Signed and accepted on _____ day of _____ 2018.

for Palmdale Water District

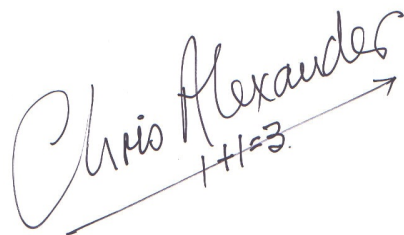
for City of Palmdale

for Synergy Executive Education



By joining our experience, knowledge, creativity and abilities, we will cause a much greater positive effect.

Synergistically yours,



Chris Alexander
1+1=3.

Chris Alexander