


**JEFFERSON COUNTY  
BOARD OF COUNTY COMMISSIONERS**

**AGENDA REQUEST**

**TO:** Board of County Commissioners  
Philip Morley, County Administrator

**FROM:** Carl Smith, Community Development Director 

**DATE:** August 5, 2013

**SUBJECT:** Contract for training services for DCD staff

**ATTACHMENTS:** Proposed contract for a one-day staff training by the firm "FastTrack Communications".

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**STATEMENT OF ISSUE:**

Staff of the Department of Community Development (DCD) can benefit from training designed to improve the workplace environment through acquiring increased skills in communications, managing conflicts, and team building. Improvements in these areas will be beneficial to DCD's delivery of services to the community. This proposed training is intended to provide such benefits.

**ANALYSIS:**

DCD has experienced significant workplace stress in recent years that continues up to the present. There is a combination of factors for this, including layoffs of 50% of its workforce since 2009 and a reduction of staff hours in the first half of 2013; both due to declining permit revenue in recent years. Meanwhile, a continued backlog of applications from busier times and a steady volume of new permit activity keep individual workloads high, as well as the pressures to complete time-consuming mandated programs from the State, such as updating the shoreline management plan, and the comprehensive plan update. These stresses have contributed to a lowered morale, feelings of over-work, inadequate resources, burn-out and some tensions between staff members.

To help DCD staff manage its pressures and stresses, professional training is desired. In compliance with the County's policies for procurement of services, found at: JCC 3.55.90, the small works roster and professional services roster were reviewed to find vendors that offer communications training. Only one firm with the desired focus areas is currently on the rosters. This firm is: "FastTrack Communications". DCD has been in discussion with FrastTrack Communications, and have determined they are suitable for the desired training, and have agreed upon a focus for the training, a fee and a schedule. The training is scheduled to take place on August 9 at County offices.

A proposed contract for the one-day training with FastTrack Communications is attached. The contract has been reviewed and approved as to form by the County's Chief Deputy Prosecuting Attorney.

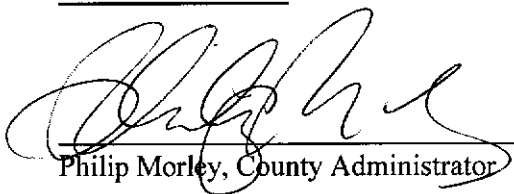
**FISCAL IMPACT/COST-BENEFIT ANALYSIS:**

The cost for one day of training with FastTrack Communications is \$3,000, plus \$10 per person for materials (\$120), plus reasonable travel costs from FastTrack's place of business in Mount Vernon, Washington. The costs will be covered by a non-departmental appropriation approved by the County Administrator. Anticipated benefits of the training are a more positive and productive workplace environment at DCD, and improved ability to efficiently serve the public.

**RECOMMENDATION:**

Approve the contract with FastTrack Communications for a one-day training for DCD staff.

**REVIEWED BY:**

  
Philip Morley, County Administrator

8/6/13  
Date

# fasttrack COMMUNICATION

## Government Clients

- Washington State Department of Personnel
- Washington State Department of Revenue
- Seattle Housing Authority
- City of Auburn
- City of Kirkland
- City of Kelso
- City of Puyallup

## Education Clients

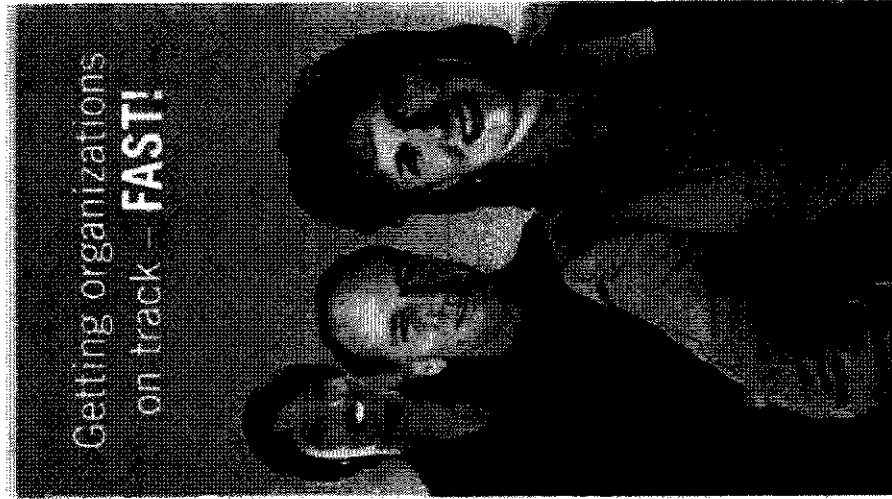
- Washington State School Directors
- Clatsop University
- Seattle Central Community College
- Highline Community College
- Anchorage Alaska School District
- Burlington School District
- Elmhurst School District
- Kickitat School District
- Snohomish School District
- Lake Hills Elementary
- Chief Moses Junior High School

## Corporate Clients

- Nordstrom
- Seattle Federal Credit Union
- Boeing Community Connection

## Non-Profit Clients

- Greater Seattle Chamber of Commerce
- Association of Washington Cities
- Washington Council of Public Personnel Administrators
- Pacific Northwest Personnel Management Association
- Washington Cities Personnel Professionals



## Tena K. Crosby

Tena Crosby, President of Fast Track Communication, is a gifted speaker and workshop facilitator. Her skills as a trainer have been utilized by businesses in both the public and private sectors to enhance communication between employees, increase time management, decrease conflict and strengthen motivation and productivity. She has also facilitated retreats on such topics as strategic planning, problem solving, team building and program development.



Tena K. Crosby, M.A.

With over 14 years of employer-based training experience, Tena can design specific, customized courses to meet your organization's needs. She also has a collection of standardized workshops to benefit your staff.

Tena works with supervisors and managers on a one-on-one advisory basis to formulate, actively stimulating training programs for optimum organizational efficiency. Using a hands-on skills building approach, Tena delivers Fast Track's workshops with the right blend of humor and straight talk.

Participants in her communication based workshops leave with a better understanding of who they are and the talents they possess to improve their environments. Participants of the supervisory workshops learn the theories behind various behaviors and how to tailor their management approach based on the type of individual with whom they are working.

If you are looking for a professional facilitator to help your organization get back on track, on the right track or on the fast track, Tena Crosby and Fast Track Communication is your BEST choice!

# fasttrack COMMUNICATION

www.fasttrackcommunication.com

Tena@fasttrackcommunication.com

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Mount Vernon, WA  
98273

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COMMUNICATION GETTING ORGANIZATIONS ON TRACK - FAST!

## Communication

**Good communicators aren't born they're made!**

Effective communication builds relationships, diffuses conflict, motivates team members and strengthens workplaces.

Communication is essential to a positive and productive work environment.

Participants in this workshop learn communication styles & rules, active listening techniques and different forms of communication that are needed in differing situations.

"Serious eye-opener. Should be

required training for everyone."

- Communication Skills participant

## Conflict Resolution

**Conflict is inevitable!!!** But in truth, conflict can be avoided or significantly reduced when individuals use the skills and techniques presented in this workshop.

When conflict does occur it is important to resolve the situation quickly and fairly for both parties.

This workshop teaches the types of conflict resolution styles (forcing, accommodating, etc.) and the rules of dealing with each. It also helps participants to identify the real issues in a conflict situation and offers a step-by-step process for resolving conflict.

## Skills

**What makes a great leader?** Is it charisma, character, empathy? Dogmatism, tenacity, drive? Dedicated followers?

Successful leaders motivate and empower their staff; they build positive work environments and delegate responsibility. Good leaders are effective communicators and motivators.

The Leadership Skills Workshops provide the tools managers and supervisors need to be supportive and successful leaders in their workplaces.

## Team Building

**Team should stand for Together Everyone Accomplishes More.** However, often teams are made up of individuals working against each other rather than as a unified group. Great teams are developed not installed.

Fast Track's Team Building Workshops help employees embrace the team concept, resolve conflicts, and plan and problem solve together.

These workshops also allow the attendees to determine the role of the team within the organization, the roles of the members themselves and the importance of each member effectively carrying out their role within the team.

## Meeting Design and Facilitation

**Does it ever feel like the only thing accomplished at a meeting is setting the date of the next meeting?** Very few managers and employees want more meetings. What they want are meetings where something is actually accomplished or resolved!

Fast Track's Meeting Design and Facilitation Workshops look at the various purposes for meetings and reveal how to engage participants while creating an active environment within the meetings themselves.

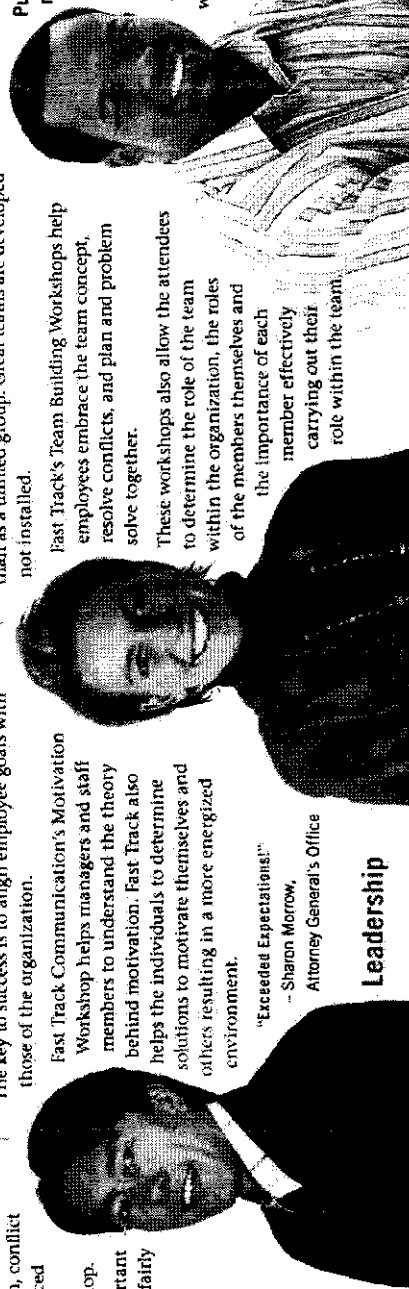
This workshop also teaches how to manage diverse participants at meetings, how to gain closure and how to achieve resolution on issues.

## Public Speaking

**Public speaking can often be one of the most stressful components of a person's job.** However, with the set of skills presented in this workshop, even the most reticent manager will feel comfortable before a crowd.

More than just public speaking training, this workshop teaches participants the process of designing and delivering a presentation from start to finish.

It reveals how a little preparation and strong understanding of the audience are the keys to taking a presentation from mediocre to marvelous!



"Exceeded Expectations!"

- Sharon Morrow,  
Attorney General's Office

## Leadership

## Time Management

THIS AGREEMENT is between Tena Crosby dba/Fast Track Communication, a communication consulting firm, 1500 East College Way Suite A – PMB 370 Mount Vernon, WA 98273, telephone (360) 424-9616, whose specialty is individual and organizational effectiveness, hereinafter known as the CONTRACTOR, and Jefferson County Public Health herein referred to as the CLIENT.

IT IS AGREED that the CONTRACTOR will perform for the CLIENT the following service:

Prepare and conduct a training session for the CLIENT's staff (up to 40 people) as follows:

Communication Styles and Skills

August 9, 2013

8:30 am - 4:30 pm

IT IS FURTHER AGREED that compensation for professional services shall be three thousand 00/100 Dollars (\$3000.00) per day. Plus, materials fee of \$10.00 per participant. In addition, reasonable travel costs (i.e., ferry, mileage) at rates approved by the IRS will be reimbursed by the CLIENT, originating from the business address to the training site and return. Payment shall be made to the CONTRACTOR within 30 days of CLIENT'S receipt of invoice from the CONTRACTOR

All training materials developed by the CONTRACTOR pursuant to this Agreement shall remain the sole property of the CONTRACTOR and shall not be published or reproduced without the express written authorization of the CONTRACTOR.

The parties to this contract agree that the CONTRACTOR and any agents and employees of the CONTRACTOR, in the performance of this Contract, shall act in an independent capacity and not as an employee or agent of the CLIENT.

THE CLIENT may elect to terminate this Contract without payment to the CONTRACTOR and without penalty, if by thirty (30) days prior to the date of the seminar the CLIENT contacts the CONTRACTOR to cancel. If cancellation occurs less than thirty (30) days prior to the seminar but more than fourteen (14) days before the seminar, then the CLIENT will be responsible for twenty percent (20%) of the CONTRACTOR's daily fee as noted above. If cancellation occurs less than fourteen (14) days prior to the seminar, the CLIENT will be responsible for the CONTRACTOR'S daily fee as noted above.

**IN WITNESS WHEREOF** the County and the Consultant have executed this Agreement as of the date and year last written below.

**JEFFERSON COUNTY**, a Washington Municipal Corporation

By:

\_\_\_\_\_  
John Austin, BoCC Chairperson

\_\_\_\_\_  
Philip Morley, County Administrator

Date: \_\_\_\_\_

*Attest/Authenticated:*

\_\_\_\_\_  
Carl Smith, DCD Director

*Approved as to legal form:*

*David Alvarez 7/16/13*  
\_\_\_\_\_  
David Alvarez,  
Chief Civil Deputy Prosecuting Attorney  
Jefferson County

**CONSULTANT:**

By:

\_\_\_\_\_  
Tina K. Crosby,  
President  
FastTrack Communications  
Fast Track Communication  
1500 East College Way Suite A, PMB 370  
Mount Vernon, WA 98273  
SS# 574 66 3456

Date: \_\_\_\_\_

# fasttrack

COMMUNICATION



## *Fast Track Communication:*

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[Tena@FastTrackCommunication.com](mailto:Tena@FastTrackCommunication.com)

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retreat on such topics as strategic planning, problem solving, team building and program development. With over 20 years of employer-based training experience, Tena can design specific, customized courses to meet your organization's needs. She also has a collection of standardized workshops to benefit your staff.

## Communication Styles and Skills

Participants have a deeper understanding of who they are and the talents they bring to their communication environments. Tena has developed a communication assessment called "Identifying Rules." This assessment helps participants determine their primary and secondary communication "muscles." In addition, the assessment helps point participants toward the concept of "reflective communication" by different sets of "rules." The communication class helps participants learn the different "rules" so they can tailor their communication appropriately. Each participant receives specific, pointed advice and critique on the aspects of their communication pattern that are effective and those that are not. Participants have been amazed at the insight they have gained during class and the immediate application of the concepts and skills they have learned. In addition, participants continually comment at the long lasting effects of the valuable information they have gained.

*"Serious eye-opener. Should be required training for everyone."*

*"This is by far the most valuable training I have been to."*

*"Thank you! I have been grappling with what I am doing that so offended certain staff and you clarified succinctly what, why, where, and how."*