

	<i>Meetings</i>	<i>Participants</i>	<i>Content</i>	<i>Fee</i>	<i>Delivery</i>
LEVEL ONE	<i>Required Initial Design Meeting With POC*</i>	*POC= Point Of Contact As Defined By Client, Person With Authority To Design Training Units	Plan Development For Custom Designed Consultation, Scheduling, Industry, Company, Or Issue Specifics	\$150 Per Hour * (*See Additional Info)	Telephone Or Face To Face
	Single Unit Training Sessions As Requested By Client	Specific Groups, Teams, Or Individuals	ECM Custom Designed Single Unit Training As Agreed Upon By Client, Topics Per Request (See Listing)	\$150 Per Hour *	Initial Meetings Are Face To Face, Follow Ups May Be Telephonic
LEVEL TWO	<i>Required Initial Design Meeting With POC*</i>	*POC= Point Of Contact As Defined By Client, Person With Authority To Design Training Units	Plan Development For Custom Designed Consultation, Scheduling, Industry, Company, Or Issue Specifics	\$150 Per Hour* (*See Additional Info)	Face To Face Or Telephonic
	Tier 1 <i>Buy-On and Risk Management</i> (Required For Optimum Success)	CEO Administrators, Owners, Top Tier Leadership	SEE CONTENT LIST: <i>Tier 1 will received an abbreviated overview of all the essentials necessary for optimum success of ECM, Risks, Responsibilities, and Responses</i>	\$150 Per Hour*	Face To Face, abbreviated meeting usually 1 hour
	Tier 2: <i>Managing ECM in the Workplace and Self Care for the Long Haul</i>	Managers, Supervisors, Team Leaders	Tier 2 will be receive the full training of skills and motivational concepts as well as Management specific issues	\$150 Per Hour *	Face To Face 2 Hours
	Tier 3: <i>How to Be a Valued Asset for Your Company While Taking Great Care of Yourself</i>	Line Staff ,Entry Level to Pre-Management Level	Tier 3 will be receive the full training of skills necessary for ECM as well as motivational topics for success	\$150 Per Hour *	Face To Face 2 Hours
	Follow Up Tune Up	POC and others with Client Approval	Review, Additional Issues, New Challenges, How To Use Training	\$150 Per Hour *	Usually 2-4 Weeks Post Training Face To Face Or Telephone
	Ongoing Coaching	All Participants Upon Approval of Client	Review, Additional Issues, New Challenges, How To Use Training	\$150 Per Hour *	Ongoing Face to Face or Telephone
	Optional Additions	<i>Policy Development</i>		<i>Upon Request</i>	\$150 Per Hour *
<i>ECM Drills</i>					
<i>Coaching</i>					
<i>Topic Trainings</i>					

Fees

Fees are portal-to-portal, \$150.00 per hour, billed on the half-hour. Any additional fees for travel, lodging, expenses, and other fees associated with the consultation will be pre-approved by client and consultant.

Optimum

Optimum success of the ECM training requires mandatory attendance for all participants. Non-attendance should represent an unexcused absence and require a follow up individual training with the consultant. The rationale behind this requirement is explained in *The Cost of Emotions in the Workplace*, by Vali Hawkins Mitchell, <http://www.rothstein.com/blog/emotional-tornadoes-in-your-workplace-can-be-just-as-destructive-as-the-natural-kind/> and further addressed during the buy on training with Tier-1 and Tier-2 members.

Tiers

Tiers are self-described and do not have any specific value. Due to industry differences of language and credentialing, tiers are determined by the client, not the consultant.

Follow up

One mandatory follow up with POC and optional follow-up with leadership members is strongly recommended for closure, evaluation, or additional support.

Tier 1 Buy-On

As explained in the book *The Cost of Emotions in the Workplace* the value of Tier 1 buy-on has been clearly established as a critical function of ECM success. As the system adapts to a new standard, the top levels must determine the boundaries and foundations for acceptable company policy. Without a “lid” on this, the new changes that are potential may be lost. Example: if the company requires all employees to shift from a 2.0 computer program to a 4.0 program, all employees need to adjust to 4.0 but specifically Tier-1 needs to set the bar and maintain the expectation of compliance over time. Tier-2 must manage the adjustment, and Tier-3 must adjust. All this must be done while everyone is in change mode. Tier-1 sets and maintains the bar or there is none. Without this boundary, the system is open to chaos.

Limiting Participation Numbers

For optimum effectiveness, consultation groups should not have more than 20-25 participants per session.

Emotional Continuity Management Content Topics*

Conflict Management	Employee Categories	Resource Development
Control Versus Management	Fire Extinguisher Thinking	Risk Management
Corporate Change	Fiscal and Auditable Costs	Risk, Response, Recovery
Cost Of Emotions	Grief And Trauma	Self Care As ECM
Disasters: <i>Plan The Unthinkable</i>	<i>Hawkins V-Chart</i> Training	System Wide Approach Buy-In
Diversity And Cultural Issues	Industry Specific Issues	Violence And Bullying
Documentation	<i>Karpman</i> Drama Triangle	V-Charting Emotional Tornadoes
ECM Drill Scenarios	Management Issues of ECM	What, So What, Now What
Emotional Terrorist Attributes	Policy Making	

**Additional Topics or Changes may occur for custom designed trainings to meet client needs*

Contact Information:

Vali Hawkins Mitchell, PhD, LMHC, REAT

Phone 808-397-1528

Email drvali@improvizion.com

Website www.improvizion.com