

General Services Administration

Authorized Federal Supply Schedule

Schedule for Management, Organizational and Business Improvement Services (MOBIS)

GS-10F-0275S

SBA (8A), SBD, WOMAN OWNED, MINORITY OWNED,



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CONTRACT NUMBER: GS-10F-0275S

FSC 874-1, Consulting services

FSC 874-2, Facilitation services

FSC 874-3, Survey services

FSC 874-4, Training services

FSC 874.5, Support products

PERIOD COVERED BY CONTRACT: MAY 26, 2006 through MAY 25, 2011

DUNS NUMBER: 125208434

CAGE NUMBER: 3DK90

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www.TeamForResults.Com

SBA; 8(a); MBE; FBE and ASTD Certification

MRSINC CAPABILITY STATEMENT

Management Resource Services, Inc. is a training and management consulting firm specializing in Leadership and Employee Training Programs and Organizational Development Initiatives. We help our clients improve their organizational, work team and individual productivity through skill development training, problem solving, and planning organizational initiatives.

MRSInc's **training and development services** include:

- Leadership Development Certificate Training Programs
- "Off-the-Shelf" Courses: Interpersonal skills training
- Customized Course Development

MRSInc's **organizational development services** include:

- Organizational Culture Audits
- Cultural Diversity Audits
- Employee Opinion Surveys
- Planning and Facilitation of Change Management Initiatives
- Facilitation of Strategic Planning Meetings/ Retreats
- Facilitation of Diversity Management Initiatives
- Facilitation of Meetings

Partial List of Training Courses

- ☑ Leadership Development Certificate Program
- ☑ Management Development Certificate Program
- ☑ Leadership and Management Strategies: A Systematic Approach to Managing People, Process and Performance (Leadership Development Series)
- ☑ Building Effective Relationships through Interpersonal Team Communication
- ☑ Teambuilding: Leverage the Strengths of the Entire Team
- ☑ Team Problem-Solving and Decision Making Tools
- ☑ Conflict Management: A Practical Approach to Building Team Solutions
- ☑ Customer Service: What Assumptions Are You Making About Your Customer?
- ☑ Organizational Culture: Building Inclusion into your Organization
- ☑ Customer Service: Developing Relationships that Work
- ☑ Building Customer Relationships that are Successful
- ☑ Diversity Awareness in the 21st Century
- ☑ Understand and Leverage the Diversity of the Team

Organizational Assessments

- ☑ DiSC® Cultural Group Report
- ☑ Employee Opinion Surveys
- ☑ Organizational Culture and Effectiveness Feedback Report
- ☑ Organizational Culture for Diversity Feedback Report
- ☑ Discovering Diversity Organizational Report
- ☑ Team Alignment Report

Self-Awareness Assessments

- ☑ 360^o Management Feedback Report
- ☑ DiSC® Classic 2.0- Personal Profile Report
- ☑ Personal Listening Profile Report
- ☑ Team Dimensions Profile Report
- ☑ Discovering Diversity Profile Report
- ☑ Culture for Diversity Inventory
- ☑ Organization Culture Inventory

PARTIAL LIST OF CLIENTS



U.S. DEPARTMENT OF ENERGY



Lucent Technologies
Bell Labs Innovations



Fox Valley Park District
Putting fun in your life.



Dynasource
Consulting, Inc.



Naperville Public Library



A.G. Edwards



United Way of America



THE MENTA GROUP® - CFS



Testimonials

"I had the opportunity to work with Management Resource Services, Inc., specifically Ms. Gwen Onatolu. Ms. Onatolu presented a course entitled, "Interpersonal Team Communication Skills." The management and staff employees left the session with a better understanding of how their own behaviors impact the work environment and learned new skills to improve teamwork. The employees enjoyed the course tremendously. I received excellent feedback regarding Ms. Onatolu's level of knowledge and professionalism, including her engaging facilitation style. Also, I found it very easy to work with Ms. Onatolu during the planning stage of the project. She was very flexible in adjusting to our needs. The course was a great success and we would not hesitate to bring Ms. Onatolu back to present future courses."

L. Media, Training Officer, U.S. Department of Energy

"Gwen and Michael Onatolu of Management Resource Services, Inc. successfully facilitated sessions with our executive staff to develop our change management initiative. With their guidance, we were able to sort through issues, prioritize our goals and define strategic directives. In addition, they consulted with our executive team to design and deliver customized leadership development skills programs for management and associates addressing our internal needs. The outcome of the training is resulting in ownership and accountability being driven downward at the manager level and increased teamwork across all levels of my organization. ...Having worked with them directly, I am pleased with the outcomes we have achieved with their guidance. They approached all aspects of their work with the highest degree of professionalism and have achieved measurable performance outcomes. I strongly recommend the services of Management Resource Services, Inc. and Gwen and Michael in particular. They would be a strong consulting and training team to any organization looking to implement major changes and to enhance the leadership skills of their managers and staff."

L. J. Rice, President and CEO, Johnson Publishing Company, Inc.

"Gwen has added to the success of my organization through her leadership capabilities, strategic planning strengths, technical strengths and communication skills...Gwen demonstrate her ability to use ...skills to motivate and coach others to accomplish challenging results. She has a talent for coaching teams to analyze situations and put a structure in place to successfully complete projects."

J. Sharpless, LSS and One IMS Engineering Vice President, Lucent Technologies

"Gwen Onatolu would be an excellent candidate for your company to retain, in an effort, to help teams and departments function more effectively. She is more than qualified to take on this task... It has been my observation that Gwen has an excellent ability to identify issues and potential problems and come up with viable solutions moving forward. By doing this, I believe Gwen would be a great asset in helping your company maximize individual potential and positively effect the company as a whole."

R. L. Doepel, Certified Financial Planner, Fortune 500 Company, (name is withheld due to corporate policy)

"Gwen Onatolu is my agency's diversity consultant...She delivered seminars, developed and assessed a climate survey and facilitated teambuilding sessions with my managers to develop our diversity management initiative....90% of the 22 participants rated the training high and feedback from the diversity initiative rollout is quite positive. I especially liked that Gwen gathered data from the employees to help shape the initiative because it clearly communicated to our employees that we are listening. I also like Gwen's approach to engage management and staff to have accountability for achieving items outlined in her initiatives. I find working with Gwen very informative and productive."

T. Griffin, Executive Director, Center for Family Services, The Menta Group

"For our recent administrator annual retreat, I was looking for a consultant to facilitate a work session on communication and leadership style. My goal to have administrators gain new leadership approaches for working with their staff and each other was fully met...I see evidence of administrators successfully applying this knowledge today. I liked that Gwen worked to understand my goals ...and used this information to customize the training to address specific areas for my district. I fully recommend Gwen Onatolu as a facilitator."

K. M. Perkins, Ed.D, Superintendent, DuPage School District 13

Ms. Gwen Onatolu is an exceptional consultant and would be an excellent candidate for any organization to retain for services. ...I attended a seminar delivered by Ms. Onatolu, her presentation was very organized and well planned. She was extremely knowledgeable of the subject matter and her enthusiasm motivated her audience.

A. Kibby, Quality Assurance Director, Department of Human Services, Treatment and Detention Facility

"Gwen Onatolu is an excellent consultant for organizations that need to complete a strategic planning assignment. She utilizes a structured process to help teams work from the issue identification stage of a project through formulating ...implementation plans. Gwen facilitated a powerful teambuilding session for my staff that enhanced our ability to understand each other and work together more effectively. I found the discussion very informative, especially the customized report she generated for me to reflect my communication tendencies...and her discussion on enhancement strategies I could apply immediately."

S. Fritz, Executive Director, Naperville United Way Agency