

# Workforce Learning & Performance

## Planned Procurements

Enterprise Services, WLP division has a series of training solicitations coming up. The table below shows the solicitations and their planned timelines. The formal solicitation found in [WEBS](#) will have the final description of the trainings that are being procured. This document serves as a reference and guide based on current assumptions. Content and timelines are subject to change. While we have listed those areas commonly requested in the past, we recognize that our world is changing and there will be new training and development needs. We hope you will engage in Requests for Information (RFI) and pre-engagement meetings in order to participate in a dialogue regarding procurement expectations, criteria and recommendations. These categories are not meant to exclude meaningful trainings, we encourage you to submit your proposal for any category you deem appropriate.

Anticipated Schedule for posting solicitations in WEBS

Solicitation Subject	Anticipated Posting Schedule
Well-being	CLOSED
Communications	IN PROCESS
Leadership Development	IN PROCESS
Human Resource Development	August 2021
Diversity, Equity, & Inclusion	September 2021
Personal & Professional Skill Development	September 2021
Facilitation & Presentation Skills	October 2021
IT/Technology	October 2021
Risk Management	November 2021

### Well-being

Solicitation Description:

Enterprise Services defines well-being as an optimal state of physical, emotional, financial, and work/life balance. The purpose of this solicitation is to support employer well-being goals through the provision of training that supports high well-being environments within organizations. Any training proposals exclusive to yoga or facilitated mediation will not be considered for this solicitation.

Trainings may include, and are not limited to:

- Mental Health First Aid
- Recognizing & Managing Vicarious Trauma
- General Well-being
  - Compassion Fatigue and Circumventing Burnout
  - Stress Management
  - Wellness Coordinator Certification

## Communications

This solicitation is intended to include both verbal/nonverbal communication and written communication topics.

### Verbal/ Nonverbal Communication Solicitation Description:

Communication does not happen in isolation. It is inescapable, irreversible and complicated. Enterprise Services is looking for a variety of training designed to help employees communicate better with co-workers, managers and customers.

Verbal/Nonverbal Communication training may include, and are not limited to:

- Crucial Conversations
- Interpersonal Conflict Resolution
- Communication Styles & Skills
- Emotional Intelligence Foundations and Practice
- Successful Negotiation Strategies
- Verbal De-escalation
- Community Engagement
- Public Relations
  - Crisis Communications
  - Executive Communications

### Written Communication Solicitation Description:

Plain Talk messages are clear, concise and visually easy to read. They contain common words, rather than jargon, acronyms or unnecessary legal language. Plain language documents can and should be read and understood quickly. This means your employees and customers will comply faster and more accurately with regulations. The "[Plain Talk](#)" initiative requires all state agencies to use simple and clear language when communicating with citizens and businesses.

Written Communication training may include, and are not limited to:

- Writing Emails
- Writing for the Web
- Writing Documents in Plain Talk
- Writing Policies & Procedures
- Editing & Proofreading Skills
- Public Relations Planning & Strategy
- Marketing & Promotion

## Leadership Development

Solicitation Description:

Enterprise Services is seeking Leadership Development courses that span new, developing, and experienced supervisors, managers, and individuals striving to build or enhance leadership skills. We are focused on [complimenting](#), not replicating, our core [Leadership Development Program](#).

Leadership Development training may include, and are not limited to:

- Coaching
  - Effective Performance Coaching
  - Motivating Employees
  - Delivering Positive Feedback
- Teambuilding
  - Creating a Culture of Recognition
  - Resolving Workplace Conflict
  - Building a Team
  - Outward Mindset
  - Creating Psychological Safety on Teams
- Management & Supervision
  - Budgeting for the Non-Financial Manager
  - Motivational Interviewing
  - Generational Differences
  - Successful Delegation
  - Leading an Inspired Workforce
  - Mediation skills
  - Understanding People through Strengths

## Human Resources Development

Solicitation Description:

Human Resource (HR) training addresses best practices and covers real-life HR issues of today. Enterprise Services is looking for vital, timely and relevant topics that aim to bring awareness and provide skillsets to develop HR professionals.

Human Resource Development training may include, and are not limited to:

- Legal & Effective Hiring Practices
- Labor Relations
- HR Fundamentals
- Conducting Effective Investigations

## Diversity, Equity, and Inclusion

Solicitation Description:

DES is seeking to add a complementary portfolio of diversity, equity and inclusion (DEI) courses that offer depth and/or breadth of foundational content, and provide a rich and robust learner experience. This solicitation is *not* intended to directly replicate the offerings provided by [DES's Diversity, Equity and Inclusion Development](#) learning professional team. The purpose of this competitive solicitation is to solicit and award contracts with a focus on virtual instructor-led training and in-person instructor-led training which develop learning beyond the foundational training.

Diversity, equity, and inclusion are concepts that by nature are embedded in the trauma of lived experiences, social/economic inequities, and systemic and institutional barriers to underrepresented and marginalized groups. We believe these topics are best leveraged in a face-to-face environment in which learners are able to share lived experiences, form relationships, learn from one another, and relate concepts to current situations and opportunities. We believe in following best practice of smaller class sizes to allow for increased learner engagement and proficiency.

**Proposed courses should address:**

- DEI competency beyond the emerging\* stage building off the groundwork laid in the foundational training
- increased cultural competence about traditionally underrepresented and marginalized communities
- depth of knowledge, skills and awareness for the topics that the foundational training covers at a basic level
- peer modeling, leadership modeling, cultural accountability

## Personal & Professional Skill Development

Solicitation Description:

Training in this category should empower employees in their personal development and support positive change, balance, and quality to their professional career. This category also supports professional development of focused skillsets to enhance or advance careers.

Personal & Professional Skill Development training may include, and are not limited to:

- Building Confidence, Competence, & Credibility
- Managing Time and Priorities, Workload Management
- Success Habits
- Vital Smarts Certified Courses®
- Franklin Covey Certified Courses®

## Facilitation & Presentation Skills

Solicitation Description:

Courses in this category should help trainers and individuals who seek skills in delivering presentations focused on instruction, strategic persuasion and the art of influence. This category also covers topics that help build facilitation skills to manage meetings effectively and help lead colleagues or teams to practice and deliver their best thinking and decision-making.

Facilitation & Presentation Skills training may include, and are not limited to:

- Adult Learning Styles
- Meeting Facilitation
- Classroom and Learning Facilitation

- Presentation Skills
- Public Speaking

## IT/Technology

### Solicitation Description:

We partner with training organizations throughout the state to offer the best quality training from experts in their respective fields and are looking to expand potential offerings in this category. Information technology training is not simply a support function but a strategic element of achieving organizational success.

Information Technology training may include, and are not limited to:

- Geographic Information Systems
- User-Centered Design
- Data Analytics & Storytelling
- Business Intelligence

## Risk Management

### Solicitation Description:

Risk can be created by any event or outcome that has the potential to interfere with an agency's ability to achieve its mission. Enterprise Services seeks to provide a variety of courses designed to help state agencies understand and mitigate risks and thereby reduce exposure to claims and losses. Employees are Washington State government's most valuable asset. They warrant investment and support through training and development.

[Required training](#) is, at a minimum, any training specified by Revised Code of Washington (RCW), Washington Administrative Code (WAC), Governor Executive Order, State Human Resources Directive, State Administrative and Accounting Manual (SAAM), or federal requirements for all or specific groups of employees of the state of Washington.

Risk Management training may include, and are not limited to:

- Ethics
- Sexual Harassment Prevention for Employees and Managers
- First Aid
- Violence in the Workplace
- Reasonable Suspicion and Drugs in the Workplace
- Customer Service