

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

616



**FROM:** Human Resources

**SUBMITTAL DATE:**  
March 8, 2005

**SUBJECT:** Request for Sole Source Purchase -- Crucial Conversations Skills

**RECOMMENDED MOTION:** That the Board of Supervisors approve Vital Smarts as sole source provider for the Crucial Conversations Training Program and authorize the Purchasing Agent to issue the contract on behalf of the County.

**BACKGROUND:** As a key component of the current Leadership Initiative, participants are being trained in Crucial Conversations skills. These skills focus on how to effectively conduct difficult and sensitive conversations that can impact both employee morale and organization performance.

Employees who have participated and who use these skills report excellent results in preventing and resolving problems. Departments are experiencing more trustful and open organization climates, causing more information to be shared in a timely fashion, producing better results, and more committed employees. The demand for this training county-wide has far exceeded the ability of the one person in the County certified to teach the course. We propose to maximize the return on this one time investment by providing in-house trainer certification for up to 24 employees. Conducting this training in-house saves approximately \$1,200 per person in travel costs or \$28,800. The daily fee for the consultant includes compensation for training time and the license for unlimited use of the intellectual property (see attached Personal Service Agreement). Once trained, our employees will be authorized to present the program, avoiding the use of outside professional and certified trainers.

Ronald W. Komers  
Asst. County Executive Officer/Human Resources Dir.

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 57,000	In Current Year Budget:	No
	Current F.Y. Net County Cost:	\$ 57,000	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2004-2005

<b>SOURCE OF FUNDS:</b> Shared cost between participating departments and Human Resources.	<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:** **APPROVE**

**County Executive Office Signature**

- Policy
- Consent
- Policy
- Consent
- Dept't Recomm.:
- Per Exec. Ofc.:

Prev. Agn. Ref.: \_\_\_\_\_ District: \_\_\_\_\_ Agenda Number: \_\_\_\_\_

**ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD**

3.24