

OZ Systems Training Program PROPOSAL

March 2, 2010

Arletta,

We appreciate the opportunity to create this proposal for OZ Systems. Based on the information we have received, we have created a targeted training program for its employees and staff based on 2 key curriculum areas:

1. Positive Impact: How to Be the Person Businesses Fight to Keep

- a. Improving Attitude on the Job
- b. Personal Accountability
- c. Embracing Change in the Workplace
- d. Increasing Personal Productivity
- e. Effective Communication
- f. Leadership Opportunities

2. Building Teamwork: Skills for High Performance Teamwork

- a. Communication within a Team
- b. Giving and Receiving Feedback
- c. Group Dynamics
- d. Team Decision-Making and Problem-Solving
- e. Conflict Resolution
- f. Time Management

Because time is limited in your staff's schedules, we have designed OZ Systems' training program to be one half-day of training every month for a period of 12 months. This space-repetition track allows your team to learn and experience each requested topic throughout a 1-year timeframe without significant time constraints.

We are looking forward to working with OZ Systems and helping to develop its staff, employees, and team.

Sincerely,

The 360Solutions Team

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EXECUTIVE SUMMARY

A partnership between OZ Systems and 360Solutions creates an ideal solution for OZ Systems' desire to offer a training program for its property management team. 360Solutions is one of the nation's leading suppliers of comprehensive, varied and customizable professional training solutions. The company's efforts in the training and consulting industry, as well as previous work experience, demonstrate its capability and commitment to equipping the current leaders of OZ Systems with the training solutions needed to carry out the goals and vision of senior leadership.

Founded by CEO Chip Wilson, 360Solutions develops, designs and delivers employee training programs to help organizations, of all types, maximize their people and improve their performance through courses such as Leadership, Change Management, Time Management and Employee Engagement. The company has a network of more than 500 consultants or "Strategic Partners" who facilitate training sessions to effectively educate executives, managers and employees on key strategies that lead to professional and organizational success. 360Solutions has built one of the largest libraries of training curricula in the industry. The training materials in this library cover a broad range of the topics and issues that are often neglected in organizations, yet make a profound impact on overall effectiveness. With such a variety of courses available, participants are sure to receive the crucial skills they need.

The fundamental principles of improving, motivating and empowering human resources are, to some extent, universal across diverse organizations and industries. However, 360Solutions applies necessary and appropriate customization to each training program to ensure specific programmatic outcomes.

GENERAL CAPABILITIES

360Solutions is a trusted business partner to the world's leading organizations with respect to human capital. Client and business partner relationships are shaped by a deep understanding of our clients' needs, a collaborative working style and a commitment to exceed client expectations. 360Solutions focuses on innovative ways to help clients reach their performance objectives and then combines that thinking with industry experience and research to know what really works. 360Solutions delivers practical ways to improve business by designing, communicating and managing highly effective Training Programs.

OZ SYSTEMS' NEEDS & SOLUTIONS

The Need: Training for OZ Systems Staff

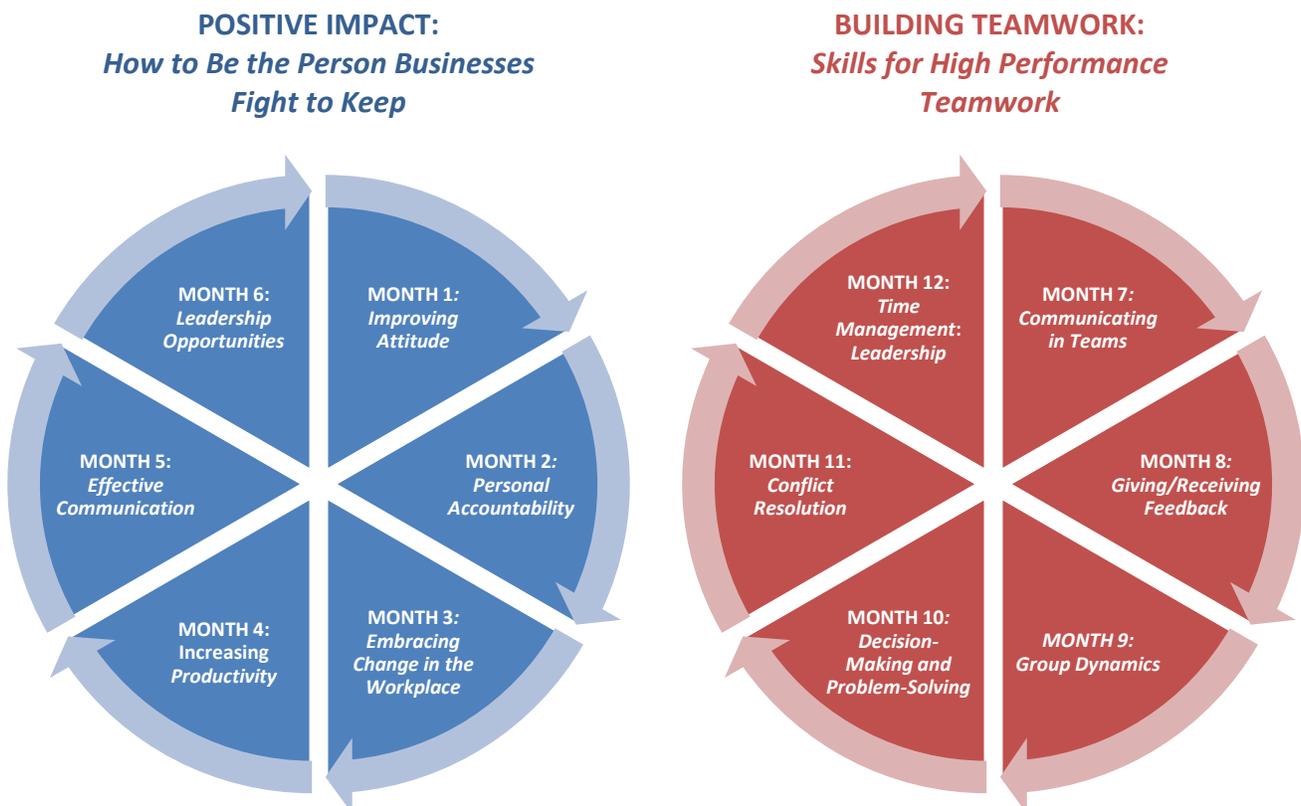
OZ Systems wishes to improve and reinforce the development of its staff in the following areas of concern:

- Accountability
- Ownership, responsibility, and initiative
- Work ethic and attitude
- Communication
- Teamwork

Staff members' time and scheduling will play a significant role in the development of OZ Systems' customized training program.

The Solution: A Training Program that is Focused & Spaced-Repetitive

Due to staff time constraints and because a spaced-repetition learning model is desired, this program is designed to cover one different training topic in a half-day (3 hour) workshop every month for a period of one year. The following diagram represents OZ Systems' customized training program:



POSITIVE IMPACT: *Training Overview (6-month course)*



MONTH 1: Improving Attitude (approx. 3 hours)

This workshop teaches how attitude, behavior, and job performance are related. It focuses on how to treat customers and co-workers respectfully and professionally, and how to prevent negative feelings from affecting performance and actions on the job.



MONTH 2: Personal Accountability (approx. 3 hours)

This workshop focuses on how participants' specific jobs are linked to the financial stability, success, and growth of their organization. It teaches how to document results, cultivate allies, and how to let the appropriate people know of individual accomplishments.



MONTH 3: Embracing Change in the Workplace (approx. 3 hours)

This workshop teaches participants how to accept and adapt to organizational changes with professionalism, determination, and optimism by accepting one's role in initiating change when appropriate. Participants learn to see themselves as change agents for their teams.



MONTH 4: Increasing Productivity (approx. 3 hours)

Participants learn how to focus on working diligently despite anything else that is going on in their lives. This workshop teaches how to reinforce the concept that using time wisely and maintaining balance between work and leisure will make one healthier and a more productive employee.



MONTH 5: Effective Communication (approx. 3 hours)

This workshop focuses on the effective use of communication techniques for organizational success. It teaches how to be open, honest, and assertive with customers, co-workers, and management about their needs, feelings, preferences, and ideas.



MONTH 6: Leadership Opportunities (approx. 3 hours)

Participants learn 1) how to assume a leadership role in their organization regardless of job title, 2) how to be a problem-solver and take charge when necessary, and 3) how to have a proactive attitude that adds value to interactions with customers and co-workers.

HIGH PERFORMANCE TEAMWORK: *Training Overview (6-month course)*



MONTH 7: *Communicating in Teams* (approx. 3 hours)

Participants learn 1) how people's perceptions and viewpoints differ, 2) the basics of face-to-face communication, 3) the difference between one-way and two-way communication, and 4) how to improve active listening skills in a team setting.



MONTH 8: *Giving & Receiving Feedback* (approx. 3 hours)

This workshop focuses on assessing how open or closed participants are to receiving feedback and how to improve giving and receiving feedback within a team setting. Participants practice giving and receiving feedback in groups, and make personal feedback improvement plans.



MONTH 9: *Group Dynamics* (approx. 3 hours)

This workshop teaches participants what group dynamics is and allows them to experience it in action. They learn about group process, shared leadership, and how to improve both and the overall dynamics of their teams.



MONTH 10: *Decision-Making & Problem-Solving* (approx. 3 hours)

This workshop discusses the barriers to team decision-making and problem-solving and how to overcome them. It teaches how to create a team problem-solving model, allocate responsibilities, and put the model into practice together.



MONTH 11: *Conflict Resolution* (approx. 3 hours)

This workshop teaches participants to take ownership of conflict management by identifying difficult people and potential causes for conflict. It focuses on the elements of conflict, how to recognize different conflict management styles, and how to create steps to a resolution.



MONTH 12: *Time Management* (approx. 3 hours)

Participants learn 1) how they currently use their time, 2) the barriers that keep them from managing more effectively, 3) the difference between important and urgent, and 4) how to set professional goals to guide effective use of their time.

INVESTMENT SUMMARY

1. On-site Facilitation

1 Half-day Workshop (3 hours)

- \$** per employee
- Minimum 35 employees/workshop
- Includes customized binder

One-Year Program (12 workshops)

- \$*** per employee
- Minimum 35 employees/workshop
- Includes customized binder

2. Participant Materials

Positive Impact Module Topics

- Improving Attitude
- Personal Accountability
- Embracing Change in the Workplace
- Increasing Productivity
- Effective Communication
- Leadership Opportunities

High Performance Teamwork

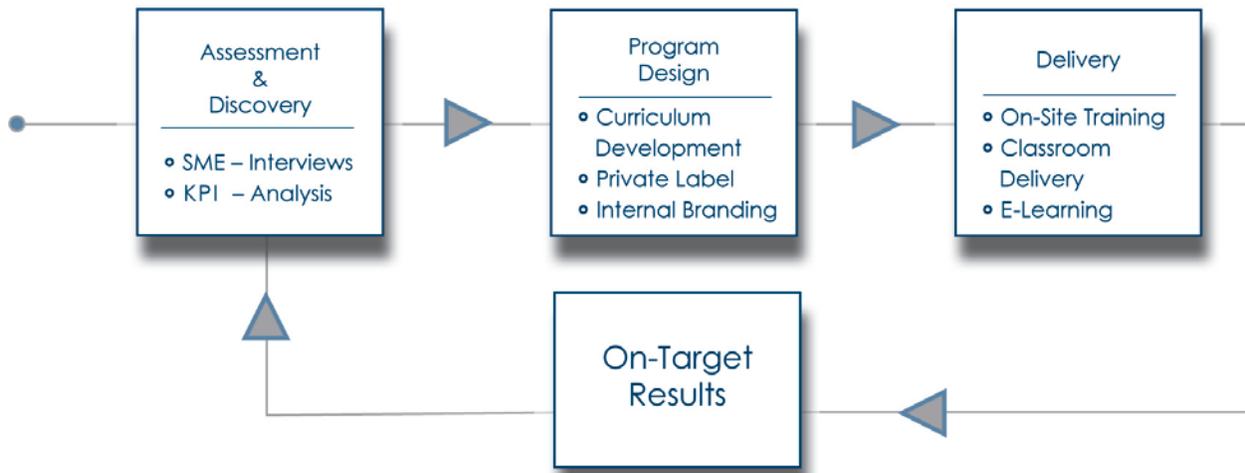
- Communicating in Teams
- Giving & Receiving Feedback
- Group Dynamics
- Decision-Making and Problem-Solving
- Conflict Resolution
- Time Management

Customized Binder with Modules

- Customized artwork
- Heat-sealed 3-ring binder
- OZ Systems logo and “look”

\$ **,* TOTAL INVESTMENT**
(based on minimum of 35 employees)

OUR APPROACH TO PROGRAM DEVELOPMENT



WHAT SETS US APART?

- **Customized programs** that meet specific client needs, helping them achieve immediate results
- Unique combinations of **blended learning** solutions which minimize participant time away from other responsibilities and reduce overall training costs
- A highly flexible **facilitation model** that adapts quickly to clients' changing needs
- A common sense **training process** that is embraced by program participants
- **360Solutions facilitators** with real-world business experience to support the techniques and skills they teach

- The strong backgrounds and experience of 360Solutions’ trainers and facilitators allow us to quickly identify clients’ most important priorities, along with their management and leadership needs.
- 360Solutions designs customized employee and leadership development programs to address client needs and priorities and includes top management’s goals and objectives as an integral part of the program.
- 360Solutions delivers development programs and “coaches” participants on how to achieve top management’s goals and objectives.
- 360Solutions designs and conducts customized leadership, coaching and team building workshops to develop employees, team leaders and managers along with senior management.
- In addition to instructor-led programs, 360Solutions designs and delivers results-oriented training programs using the Internet, thereby maximizing productivity, saving time and reducing expenses (if needed).
- 360Solutions has international and multicultural experience, providing diverse and global solutions to clients in markets around the world.
- 360Solutions can conduct “train-the-trainer” sessions with complete training kits for first line managers and trainers so they can lead their own training sessions.

CURRICULUM & CUSTOMIZATION

The foundation of all 360Solutions’ curricula was developed by experts who infused universal principles of organizational behavior into each program. A dedicated team of curriculum developers has updated and expanded the core programs to address common organizational issues. The extensive library is comprised of more than 100 individual (topical) training modules and ninety-four comprehensive programs. This team of developers is also experienced in writing custom curriculum for various clients. 360Solutions’ team of graphic designers and print specialists also produce co-branded materials to reflect customized workbooks and leader’s guides with client logos and branding. 360Solutions understands that large organizations need consistent and comprehensive training programs which often must be implemented in multiple locations across the globe.

STRATEGIC PARTNER NETWORK

Currently, 360Solutions' Strategic Business Partner network consists of 500 professionals throughout the U.S. and 17 other countries. It is a diverse group of multi-cultural and multi-lingual independent business owners, skilled in delivering interactive, classroom-based training. The network of Strategic Partners aides in reaching geographically dispersed clients as certified sub-contractors.

With the highest concentration of Strategic Business Partners in the U.S. (particularly, the southern regions), 360Solutions can select the most qualified and dedicated facilitators to conduct training sessions for each of OZ Systems' business units.



★ Signifies 360Solutions presence in the given region

CORPORATE EXPERIENCE

For more than a decade, 360Solutions has been a leading provider of exceptional employee training and development curricula. With an active Major Accounts Division and over 500 Strategic Business Partners worldwide, 360Solutions is emerging as a global leader in the training and consulting industry. The following is a representative sample of clients, work and results which reflect 360Solutions' training expertise.

Company: BAE Systems

Date: June 2008

BAE SYSTEMS

Requirement:

A competitive bid to develop and deliver a two-day Employee Engagement training and development program designed to help middle management “ensure that BAE Systems employees are attracted to and inspired by their work; that they want to work and willingly invest their "discretionary effort" in helping the business continue to be successful. Also, they are committed and dedicated to and challenged by their work.”

Process / Approach:

Working closely with BAE Systems’ Electronics, Intelligence and Support learning and development group, 360Solutions provided a customized learning curriculum to address the specific requirements detailed. The requirements were derived from an employee satisfaction survey and outlined to satisfy five key learning objectives. 360Solutions demonstrated an understanding of the desired training outcome and approach to meeting the program requirements through a series of conference calls and onsite visits to deliver a comprehensive proposal and present organizational capabilities.

Result:

Following an extensive competitive review, 360Solutions was awarded the bid to develop a highly customized two-day program starting with the pilot program delivery in Q4 2008 and full rollout in 2009. Feedback received indicated 360Solutions won the bid based on flexibility, focus on the best outcome for BAE Systems and price competitiveness. The training content and participant materials were successfully developed (co-branded with BAE Systems logos) and then further refined during the pilot program with four classes held in Merrimack, NH; Greenlawn, NY; and Fort Worth, TX. 360Solutions’ facilitators created a highly interactive and practical learning environment which drew on real-world situations to ensure the learning experiences could be successfully applied. Feedback and course evaluations were very favorable with rankings averaging between 4 and 5 out of 5.

Company: Hasbro Inc.

Date: January 2004



Requirement:

Create and deliver a leadership development program for the project management engineering (PME) team managers to:

- Identify individual strengths and weaknesses, and create greater self-awareness

- Learn how to build teams and a work environment that inspires performance and motivation
- Become better leaders, building confidence, boosting performance and maintaining team stability
- Run meetings that are managed more effectively to deliver consistent results
- Create a healthier and more productive organization through stronger relationships and better team decisions

Process / Approach:

360Solutions created an interactive training and development program customized to address specific business requirements incorporating skills, processes and methodologies from the following 360Solutions High Performance training and development programs:

- High Performance Leadership: From Control to Empowerment
- Developing High Performance Teams
- Skills for High Performance Teamwork

360Solutions delivered a two-part training series consisting of ten learning and development modules (4 hours) using a spaced repetition model. The training was preceded by individual assessments and complemented by the construction of individual development plans and supportive coaching sessions as requested.

Results:

Over the period of twelve months the PME management group successfully completed their training program and made significant progress on the desired objectives and results. Expected and specific outcomes were: improved cross-functional influence; faster design to finished product lifecycle; and reduced production costs. Additionally, follow-on efforts were supported through individual development plan reviews to encourage continued development and growth.

PUBLIC SECTOR PARTNERSHIPS

In 2009, 360Solutions began working with the U.S. Army to design and implement a Leadership training program for civilian workers at Ft. Hood. Also, this year, 360Solutions has furthered its relationship with the Northern and Central regions of the New Mexico Workforce Connection, currently providing both content and delivery of a “Pathway to Success” job-readiness program which was created in response to initiatives and funds set forth by the Department of Labor’s Workforce Investment Act (WIA). 360Solutions also works with Workforce Solutions of the

Coastal Bend in Texas and is in similar discussions with other community-based workforce boards throughout the country.

Additionally, 360Solutions has expanded its efforts by creating and delivering job-readiness training programs to job-seeking individuals, including dislocated workers and poverty-level senior citizens, among other participant groups. The company's success is best exemplified through a partnership with SER Jobs for Progress National, Inc. (SER National), a private, non-profit organization funded by the U.S. Department of Labor. 360Solutions has been the primary job skills training provider for the organization since 2007, creating a comprehensive training program for underprivileged seniors and implementing the program on a national scale. 360Solutions has provided exceptional course development and training implementation for SER National's Senior Community Service Employment Programs (SCSEP) through the following: building comprehensive job-skill training programs in a variety of formats, including five, three and one-day classroom-based courses and web-based E-Learning courses; customizing curriculum specifically to the program and the SCSEP participant; coordinating and delivering approximately 850 days of SCSEP training; and providing excellent training to approximately 2,000 senior participants. In July of 2009 SER National expressed its satisfaction and confidence in 360Solutions by renewing the training contract for an additional three years.



OUR TRAINING PROGRAMS

Professional Courses

360Solutions is an industry leader in training and performance improvement, partnering with clients to create the perfect solution to meet their business needs. 360Solutions boasts the largest library of highly effective training products which offer a wide range of proven solutions for employee and business development strategies. These courses can be tailored to address specific client goals and objectives.

The following is a list of some of the most popular training programs offered by 360Solutions:

- Assessing Your Organization for High Performance
- Change Management
- Communication
- Conflict Management

- Core Skills
- Customer Service
- Developing High Performance Strategy
- Developing High Performance Teams
- Effective Supervisory Skills
- Emotional Intelligence
- Employee Engagement
- Empowering Performance
- High Performance Leadership
- Positive Impact
- Powers of Persuasion
- Principles of High Performance
- Principles of Partnership Selling
- Skills for High Performance Teamwork
- Speaking for a Lasting Impression
- The Trust Factor
- Time Management

PROGRAM STRUCTURE

The majority of 360Solutions' Leadership training will take place in a classroom-style shared learning environment.

All classroom training will be delivered by an expert facilitator. Facilitators are trained to blend delivery methods in the classroom in order to keep participants engaged and appeal to students' varying learning styles. Classroom delivery methods include teaching, visual presentations, group discussion, team activities and individual exercises. Participants will also receive a corresponding student workbook which will guide them through the course and serve as a helpful reference once they have completed the program.

Classroom structure includes:

- Expert Facilitators
- Team Projects
- Group Discussion
- Individual Exercises

Courses may include the following aides:

- Course Workbook
- PowerPoint
- Video/ Web Clips
- Audio
- Assessments
- Take-away Reference Materials
- E-Learning “Performance Support Enhancement Tool”

Train the Trainer Courses Feature:

- Facilitation by a 360Solutions’ Certified Trainer
- Helpful insights on course objectives from the facilitator perspective
- Practical tips for dynamic delivery and keeping the classroom engaged
- A guided review of the course Leader’s Guide, visual aids and student materials

PARTIAL CLIENT LIST

Alberta Agriculture	Edward Jones Investments	Mississippi Dept. of Transportation
Alcon Laboratories, Inc.	Effective Teleservices, Inc.	Mississippi Inventory Services
Amoco	Elrus	Moore Asset Management, LLC
Angelina College	Environics West	NAS
Angelton Area Emergency Medical	Farmers State Bank	NFIB-Texas
Angelton Chamber of Commerce	Ferrara’s Mechanical & Controls Dev.	North Hill News
Angelton Danbury Medical Center	First Bank & Trust of East Texas	Oil Patch Brazos Valley
Apegga	Five Points Community FCU	Orange Shipbuilding
AT&T	Ford Motor Company	Orangefield School District
AutoValve	Gibsons Energy Ltd	Panola county-Shelby County
BAE Systems	Giving Tree Cottage	Pax-Sun, Inc.
BASF Corporation	Glass Castles	Pinecrest Retirement Community
BCOS, Inc.	Goodwill Industries	Reeves Wireline
Baylor University	Grace Church International	Regions Bank
Bison Security	Greater Orange Area Chamber	ReMax 1st Team
Brazoria County Courthouse	Gulf Coast Auto park	Rocky Mountain SER
Brazoria County Veterinary Center	Hallmark Center Fixtures	Safi Grafix
Brazoria County, Precinct 1	Hasbro Games	Sam Houston State University
Brazosport College SBDC	Health South	Sharkley Center
Brookeland ISD	Hitchner Manufacturing	Shelby County Chamber of Com.
Brookshire Brothers	Holiday Inn Hotel	Shelby Savings Bank
CAA	Hospice in the Pines	Southland FCU
Cahoot’s Party World	House of Versailles	Sparks
Calgary Ex & Stampede	Huntington State Bank	Specialty Packaging
Catholic Charities of Beaumont, Inc.	INVISTA	Spherion Staffing
CCS Energy Services	Jacobs	SSE Arch

PARTIAL CLIENT LIST (continued)

Center Independent School District	John Dubose CPA	SER National
Chevron Phillips Chemical Company	KABA - Kenosha Area Business Alliance	State Farm of Texas
City of Center	Keystone Environmental	Stephen F. Austin State University
City of Center - Fire Department	KTRE (Channel 9)	Sterling Crane
City of Center - Police Department	KY American Water Co.	Temple Inland
City of Lufkin	L9 Environmental	Temple Inland - Forest Group
C-Jay	Lake Hardware & Lumber Co., Inc.	Temple Inland - Non-Timber
Coach Leatherware	Lamar State College	Temple Inland - Solid Wood
Commercial Bank of Texas, NA	Lanxess	Temple Inland - Wood Supply
Conrad Industries, Inc.	Lufkin ISD	Texas City Chamber of Commerce
Cox Communications	Lufkin Printing Company	Texas Instruments
CSA	Luquette Chiropractic Clinic	The Matrix Group
Desa International	Mason Construction, LTD	US Army
Dillon Professional Services	Matrix Solutions	US Department of Labor
Doches Credit Union	MCT Credit Union	P&G
EBA Engineering Consultant		