

US Department of Agriculture (USDA)



Statement of Objectives

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## Project Title

Deschutes National Forest “Verbal Judo” training or **similar** training objectives/topics

### 1.0 Purpose

A training course for front line staff on the Deschutes National Forest. The last three years have highlighted the need to re-instate this type of training on a regular basis for forward facing employees, volunteer partners, and Discover Your Forest staff as needed for safety of these agency representatives.

### 2.0 Scope or Mission

The Deschutes National Forest has a need for more regular in-person training offerings for all staff engaging with the public. The last several years have seen an increase in negative reactions from the public and for the safety and support of staff asked to publicly represent the agency, this training is a critical component for readiness. The initial training is required for quarter one fiscal year 2024.

### 3.0 Period and Place of Performance

Quarter one fiscal year 2024 (Oct 1- Dec 31). The training location has yet to be determined but will be at one the Deschutes National Forest office locations. This is primarily the Bend, Oregon area.

### 4.0 Background

Staff regularly interact with the public, the intent with this class is to provide strategies to keep interactions on a professional level. The various strategies will help employees deescalate tense interaction and move conversations to a place of mutual respect and understanding.

### 5.0 Performance Objectives

Provide high quality in-person training for permanent and temporary staff members who are public facing as a requirement of their positions. Class size will be up to 30 attendees.

Example topic areas to be included in the training:

1. Active Listening: Listen carefully to the customer's concerns without interrupting. Show empathy and understanding to make them feel heard and valued.
2. Stay Calm and Patient: Maintain your composure, even if the customer becomes agitated. Responding with a calm and patient attitude can help de-escalate the situation.
3. Empathize and Validate: Acknowledge the customer's feelings and frustrations. Let them know you understand their perspective and that their concerns are important.
4. Offer Solutions: Work collaboratively to find solutions to the customer's problems. Offer alternatives or compromises to resolve the issue to their satisfaction.
5. Apologize Sincerely: If your company is at fault, offer a sincere apology. Taking responsibility can go a long way in diffusing tension.
6. Follow Up: After resolving the issue, follow up with the customer to ensure they are satisfied and to build a positive, ongoing relationship.

## 6.0 Deliverables / Schedule

### Key Deliverables

Item No.	Deliverable	Objective	Due
1	Proposed Training Date	Establish a training date and location within the Deschutes National Forest.	No later than five (30) business days after contract award
2	Conduct Training	Provide a two day in person training class on topics as listed in 5.0. of the statement of objectives. All materials, equipment, personnel, etc. to be included in contractor price.  Government to host the training location.	Na later than December 31, 2024.

### Notice:

All travel must be in compliance with the Federal Travel Regulation accessible at <https://www.gsa.gov/policy-regulations/regulations/federaltravel-regulation-ftp>. The RFQ will allow for pricing any necessary travel. Applicable per diem rates can be found at [www.gsa.gov/perdiem](https://www.gsa.gov/perdiem).

The training per class rate must include travel as a fixed item.