

Leveraging Training Management Infrastructure, Content, Delivery and Design for Cost-Effective Workforce Development

Comprehensive Portfolio of Commercial-Off-the-Shelf, Government-Off-the-Shelf and Customized Training Addresses Agency's Immediate and Long-Term Needs

The Challenge

A large independent agency was in need of a training partner who could deliver an open-enrollment workforce development program for individuals across the agency. Like many Federal agencies, they needed cost-effective training that could be delivered in the Washington, DC area and in any of their regional offices. It was crucial for the training partner to be able to quickly adapt courseware to meet agency requirements.

The Process

Mindful of the need to develop a program that would not only address the agency's training requirements but also be efficient and cost-effective to deliver, Management Concepts drew on its mature training management infrastructure and proprietary project management methodology to meet the immediate needs for training. To plan for the long term, Management Concepts applied industry best practices and expertise, coupled with MC CORE™, its proven instructional design methodology, to develop customized training to support the agency's ongoing requirements..

The Solution

Management Concepts leveraged two different types of training to address the immediate workforce development needs: Commercial-off-the-shelf (COTS) courses, covering a variety of leadership, management, and professional skills areas, and government-off-the-shelf (GOTS) courses addressing financial systems and agency technologies. Experienced Management Concepts facilitators with in-depth knowledge of relevant government information and requirements delivered the GOTS training sessions, giving participants access to expertise they wouldn't be able to get from the agency's in-house delivery resources.

Within weeks, a consistent stream of 3 COTS offerings was available for the agency's use. Management Concepts then began developing the customized training to support ongoing mission-critical efforts. To date, four customized courses have been created and two more are under development.

The Results

Management Concepts successfully delivered more than 70 courses for the agency in the first year of the contract. Participant evaluations have revealed a high level of satisfaction with the program, including the courses the agency owns and Management Concepts delivers. Agency program management reports they are impressed with the talent of the Management Concepts delivery team, the professionalism and comprehensive nature of the program management team, and the willingness to customize courses—either through the materials themselves or through facilitation—to meet the needs of participants. And with delivery of agency-owned courseware seamless in the eyes of the participants, they have been able to address their development portfolio needs in a cost-effective manner.

KEY FACTS

CLIENT

Large independent Federal agency with Washington, DC and regional offices

PROJECT GOALS

- Create a comprehensive open-enrollment development curriculum
- Implement a seamless, cost-effective solution that addresses key training requirements
- Meet immediate training needs quickly while planning for long term, ongoing requirements

SIZE OF TARGET AUDIENCE

Approximately 3,000

KEY OUTCOMES

- Extensive training program initiated within weeks of partnership engagement
- 70 courses delivered within first year of contract
- Seamless delivery of agency-owned courseware the most up-to-date information without incurring additional costs

CALL TODAY to learn how Management Concepts can help you achieve your performance improvement objectives.

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