

Federal Managers Practicum



Develops today's professionals into future leaders of the federal government

- Supports the professionalization of program and project management
- Teaches sound management practices to help solve problems
- Develops your leadership potential

Customized
Programs
Available for
Agencies!



MANAGEMENTCONCEPTS
www.managementconcepts.com/fmp

What Is the Federal Managers Practicum?

The Federal Managers Practicum (FMP) is a training program that helps you develop the full range of skills needed to improve agency management and become a more effective leader. Gain the knowledge and skills needed to address critical challenges and maximize performance:

- Strategic Planning
- Program and Project Management
- Financial Systems Implementation
- Acquisition Weaknesses

Taught by experienced management experts, the FMP gives you a thorough grounding in program techniques, resource management, evaluation, decision-making, and decision support. This program also gives you the opportunity to put theory into practice by responding to real-life problems and situations.

Is the Federal Managers Practicum for You?

Successful graduates share a commitment to developing professionally and to improving performance in their organizations. The Federal Managers Practicum enables students to:

- **Become leaders by applying classroom knowledge and skills on the job**
- **Undertake new challenges with confidence and skill**
- **Learn how the government is supposed to work — and use this knowledge to work more effectively**

For organizations interested in a customized program, call 703.790.9595 ext. 4059

Competency Based

- Training integrates top-level competencies as defined by OPM for the Senior Executive Service and the Project Management Institute®

Action Oriented

- Improve analytical, planning, and decision-making skills through classroom activities
- Use assessment tools to map your knowledge gains
- Simulate real-life government scenarios to test your skills

Dynamic

- Group discussion
- Case study and role play
- Practical exercises and oral presentations
- Structured assessment and behavioral simulation

Living Reference Library

- Course materials serve as an enduring reference for years to come

How Will You Benefit?

After completing the Federal Managers Practicum, you will have:

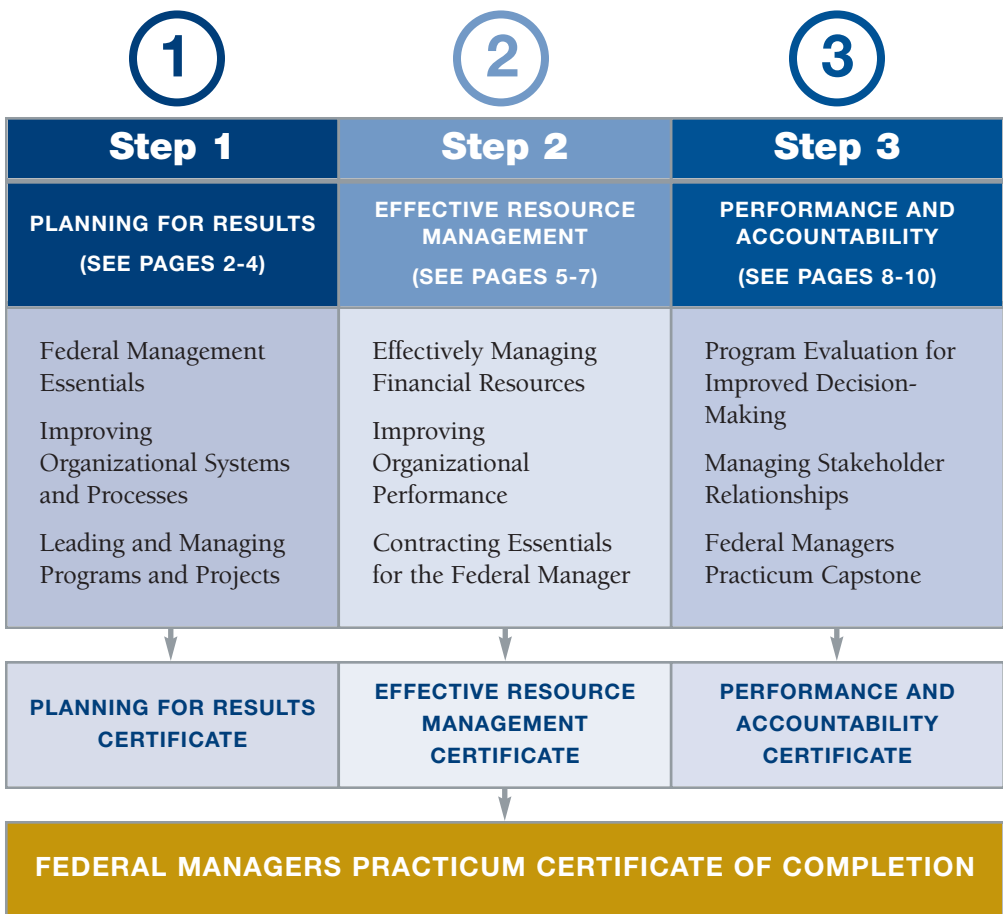
- **Comprehensive knowledge of program management**
- **In-depth understanding of functional disciplines**
- **Expanded leadership competencies**
- **Refined analytical, problem solving, and planning skills**
- **Enhanced ability to work cross-functionally**

For additional information, visit
www.managementconcepts.com/fmp

How the Federal Managers Practicum Works

Take the Next Step

Each step of the Federal Managers Practicum is comprised of 3 courses that help you develop key competencies. Upon successful completion of the 3 courses in each step, you will receive a certificate acknowledging your new competency level. After finishing the full program, you will receive the Federal Managers Practicum Certificate of Completion.



2010 Course Schedule*		
Federal Management Essentials	February 10-12, 2010	\$745
Improving Organizational Systems and Processes	March 15-17, 2010	\$745
Leading and Managing Programs and Projects	May 24-26, 2010	\$745
Effectively Managing Financial Resources	June 23-25, 2010	\$745
Improving Organizational Performance	August 18-20, 2010	\$695
Contracting Essentials for the Federal Manager	September 15-17, 2010	\$745
Program Evaluation for Improved Decision-Making	October 12 -14, 2010	\$745
Managing Stakeholder Relationships	November 8-10, 2010	\$745
Federal Managers Practicum Capstone	December 6-10, 2010	\$1,395

*Start the application process by completing and submitting the Letter of Intent on page 12. Agencies interested in our on-site programs, call 703.790.9595 ext. 4059.

Step 1

Planning for Results



This first step — composed of three 3-day courses — will introduce you to core topics influencing enlightened government management. These range from the basics of government organization to the language and tools of business process reengineering to activity-based costing.

Federal Management Essentials

This 3-day course will give you a brief history of federal government programs; the goals, roles, and responsibilities of the program manager and program personnel; increased awareness of the special ethical requirements placed on federal employees; and an understanding of how performance planning serves as a framework for program operations. At the end of this course, you will be able to:

CLASS ID: 10-7101-01
COURSE DATE: February 10-12, 2010
COURSE LEVEL: Advanced
CPE CREDITS: 24 **PDU:** 21
FIELD OF STUDY: Specialized Knowledge and Applications
FORMAT: Group discussion, role play, self-assessment, structured assessment, lecture, case study, reading, and practical exercises
LENGTH: 3 days **PRICE:** \$745
LOCATION: Washington, DC

- ▶ Determine how legislation provides the framework for federal program development and execution
- ▶ Outline the roles, responsibilities, and functions found in a program
- ▶ Describe the six functions of management represented by the acronym PBPRL
- ▶ Develop accountability and control systems related to your job
- ▶ Evaluate mission statements and performance plans
- ▶ Develop a SWOT analysis for use in strategic planning
- ▶ Explain the ethical requirements of federal employees

COURSE OVERVIEW

FOUNDATIONS FOR GOVERNMENT PROGRAMS

- The Constitutional Framework
- Federal Government Organization
- Legislation: The Framework for Executive Branch Program Development and Execution
- Trends in Government Management

PLANNING FOR RESULTS:

A PROGRAM FRAMEWORK

- Government Performance and Results Act (GPRA)
- Performance Measurement: Terminology and Examples
- Strategic Plans
- Annual Performance Plan
- Program Assessment Rating Tool (PART)
- Strategic Management
- How to Conduct a SWOT Analysis

WHAT IS A PROGRAM?

- How Programs Are Established
- Effective Program Management
- Human Capital Management
- Unsuccessful or Ineffective Programs
- High-Risk Programs

PROGRAM MANAGEMENT CONTROL

- Management's Responsibility for Internal Control
- OMB Circular A-123
- Internal Control Standards
- Evaluating Individual Controls

CONCEPTS FOR PROGRAM MANAGER DEVELOPMENT

- Vision and Program Leadership
- Thoughts on Leadership
- Goals and Responsibilities of the Program Manager
- Program Manager Roles

VALUES AND ETHICS IN GOVERNMENT

- Executive Branch Ethical Standards
- Special Ethical Issues
- Political Activities
- Officials Involved in Procurements
- Alleged Misconduct of Federal Employees
- Ethical Decision-Making
- Your Managerial Role

Improving Organizational Systems and Processes

In this course you will learn techniques for analyzing, organizing, evaluating, and taking action to improve program results. The systems approach helps you structure and analyze human systems that may appear to be amorphous or chaotic, and provides a foundation to sharpen your analytical and political skills.

CLASS ID: 10-7102-01

COURSE DATE: March 15-17, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU:** 21

FIELD OF STUDY: Social Environment of Business

FORMAT: Group discussion, lecture, case study, reading, practical exercises, and oral presentations

LENGTH: 3 days **PRICE:** \$745

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Analyze a government program using the systems approach
- ▶ Recommend and defend an organizational structure that will support a given work situation
- ▶ Summarize how you would make a major organizational change
- ▶ Assess the conflict handling mode you are most likely to use in a conflict situation
- ▶ Assess the core processes that drive a program
- ▶ Identify the benefits of and steps for successfully reengineering key business processes
- ▶ Outline a plan to conduct a benchmarking study

COURSE OVERVIEW

USING A SYSTEMS APPROACH FOR PROGRAM MANAGEMENT

- What Is a System?
- Using the Systems Approach to Look at Organizations

PROGRAM ORGANIZATION

- Program Charters
- Types of Authority
- Assessing Organization Structure
 - Functional
 - Matrix
 - Integrated Product Teams
- Organization Culture

PROGRAM INTERPERSONAL INSIGHTS

- A Model for Planning Change
- Conflict Management
- Stress and Time Management

PROCESS MANAGEMENT IN GOVERNMENT

- Process Management
- Process Definition
- Flow Charting of Processes

PROCESS REENGINEERING

- Reasons to Reengineer
- The Eight-Step Process
- Process Improvement Teams (PITS) or Process Action Teams (PATs)

BENCHMARKING

- Why Benchmark?
- Four Recognized Types of Benchmarking
- Conducting a Successful Study

The Federal Managers Practicum can be customized for agencies.

Call 703.790.9595 ext. 4059 for more information.

Leading and Managing Programs and Projects

This course develops your skills in program planning, work breakdown structures, scheduling, budgeting, establishing priorities and allocating resources, and working in teams. You will be able to choose and use the appropriate means to communicate program information, organize work flow, establish priorities, schedule resources, allocate budgets, and track costs.

CLASS ID: 10-7103-01

COURSE DATE: May 24-26, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU:** 21

FIELD OF STUDY: Management Advisory Services

FORMAT: Group discussion, lecture, case study, reading, practical exercises, and oral presentations

LENGTH: 3 days **PRICE:** \$745

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Develop program plans using Gantt, milestone, and network charts
- ▶ Analyze a critical path chart and make calculations related to cost and schedule
- ▶ Construct a work breakdown structure to plan work relationships and program requirements
- ▶ Use different estimating methodologies for calculating required resources
- ▶ Use activity-based costing
- ▶ Calculate cost and schedule variance
- ▶ Use earned value to monitor progress on program and project schedules
- ▶ Compare and contrast the available charting tools and select the right chart to communicate program information

COURSE OVERVIEW

PLANNING TECHNIQUES

- Constructing a Plan
- Critical Path Calculation
- Constructing a Milestone Chart
- Gantt Charts

NETWORK CHARTS

- Network Charts
- Significance of the Critical Path
- Lead Time Chart
- Network and Gantt Charting

WORK BREAKDOWN STRUCTURE

- WBS Questions
- Using the WBS

ACTIVITY-BASED COSTING

- Basic Cost Concepts
- Why Activity-Based Costing (ABC)?
- Starting ABC

ADVANCED SCHEDULING TECHNIQUES

- PERT — Program Evaluation and Review Technique
- Resource Management in Work-Unit Planning
- PERT 3-Time Estimating Project Scheduling

PROGRAM MONITORING AND CONTROL

- Six Points About Program Control
- Earned Value
 - Cost Variance
 - Schedule Variance
 - Measuring Work Progress
- Earned Value Terms and Formulas

Step 2

Effective Resource Management

This second step — composed of three 3-day courses — will expose you to the inner workings of program management, from negotiating one's way through the federal budget process to mastering reporting requirements to awarding and administering a contract.

Effectively Managing Financial Resources

This 3-day course will give you an understanding of the lengthy and frequently complex federal budget process to help you use it to achieve maximum program results.

CLASS ID: 10-7111-01

COURSE DATE: June 23-25, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU:** 21

FIELD OF STUDY: Finance

FORMAT: Group discussion, lecture, case study, reading, practical exercises, oral presentations, and role play

LENGTH: 3 days **PRICE:** \$745

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Demonstrate a working knowledge of the legal requirements for financial management in the federal government
- ▶ Develop, present, and justify a program budget
- ▶ Assess funding sources and their impact on programs
- ▶ Implement legal requirements in program budget execution
- ▶ Select and combine financial information with operational data for enhanced decision-making, planning, monitoring, and performance reporting
- ▶ Implement strategies to ensure financial management accountability
- ▶ Assess the program requirements for successful financial systems
- ▶ Plan for and respond to audits

COURSE OVERVIEW

LEGAL FOUNDATIONS

- United States Code
- Key Financial Management Legislation
- OMB Circulars

FINANCIAL MANAGEMENT ROLES AND RESPONSIBILITIES

- Congress
- Executive Branch

PROGRAM BUDGET FORMULATION

- What Is a Budget?
- Budget Formulation, Estimation, and Justification
- The President's Management Agenda
- Program Assessment Rating Tool (PART)

HOW AGENCIES GET THEIR FUNDS

- Congressional Phase
- Funding Sources

BUDGET EXECUTION

- The Budget Execution Process
- Treasury Warrant
- Apportionment
- Legal Controls on Fund Use
- Purpose, Time, and Amount
- Budget Execution and Accounting

ACCOUNTABILITY AND PUBLIC DISCLOSURE

- Accountability through Stewardship
- Disclosure Objectives
- Requirements for Annual Financial Statements
- Financial Information
- Management Discussion and Analysis
- Principal Statements

INTEGRATED FINANCIAL SYSTEMS

- Hierarchy of Financial Information Needs
- Financial Management Systems
- Accounting Systems

AUDITS

- Why Audit?
- Types of Audits
- Determining Reliability

OTHER FINANCIAL MANAGEMENT TOPICS

- The Human Element
- Capital Planning and Investment
- Debt Collection
- FACTS II
- Cost as an Independent Variable

Improving Organizational Performance

This 3-day course will give you techniques for successful integration of processes in a federal government program, including a performance management system based on balanced measures and use of information technology.

CLASS ID: 10-7112-01

COURSE DATE: August 18-20, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU's:** 21

FIELD OF STUDY: Management Advisory Services

FORMAT: Group discussion, lecture, case study, reading, practical exercises, oral presentations, role play, and instrumented feedback

LENGTH: 3 days **PRICE:** \$695

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Develop and use a balanced measures method to set targets and monitor performance
- ▶ Link measurement to the program mission and strategy
- ▶ Align program activities with GPRA and budget requirements
- ▶ Conduct a performance feedback or coaching session, given a class role play
- ▶ Explain how to use information technology to improve results
- ▶ Explain the chief information officer's role and functions
- ▶ Assess requirements for an effective management information system
- ▶ Prepare a plan of action that will result in program improvement

COURSE OVERVIEW

BALANCED PERFORMANCE MEASURES

- What Are Balanced Measures?
- Design and Implementation Steps
- Developing and Selecting Measures

PROGRAM ALIGNMENT

- Performance Budgeting
- Aligning Budget Accounts and Program Activities
- Reporting Performance Measures
- Self-Assessment Checklist

PERFORMANCE MANAGEMENT

- Setting Work Objectives
- Linking to the Top of the Cascade
- Performance Feedback and Coaching

INFORMATION TECHNOLOGY OVERVIEW

- Impact of IT on Program Operations
- Clinger-Cohen Act of 1996
- IT Management Responsibilities
- Working with IT Personnel and Contractors
- Integrating IT with Program Operations
- Security
 - Federal Information Security Management Act of 2002
 - Responsibilities, Terms, and Concepts
 - Cyber Terrorism
 - Management Controls for IT

PROGRAM INFORMATION

- Information Requirements
- The Chief Information Officer (CIO)
- Information Management Strategies

PROGRAM IMPROVEMENT

- Program Improvement Models
- Total Quality Management (TQM)
- Change Management
- Individual and Team Accountability
- Program Improvement Steps

Contracting Essentials for the Federal Manager

This course is designed to introduce program personnel to federal contracting. You will be actively involved in learning the highlights of the acquisition process as you describe program requirements, evaluate contractor selection criteria, and discuss the nature of providing technical direction, administering the contract and monitoring performance, and using contracting as a vehicle that leads to successful program results.

CLASS ID: 10-7113-01

COURSE DATE: September 15-17, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU's:** 21

FIELD OF STUDY: Finance

FORMAT: Group discussion, lecture, Socratic dialog, case study, reading, practical exercises, and oral presentations

LENGTH: 3 days **PRICE:** \$745

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Describe the role and activities involved in program contracting
- ▶ Describe the primary laws and regulations that control the federal acquisition process
- ▶ Manage an acquisition planning team
- ▶ Analyze situations and suggest an appropriate contract type
- ▶ Manage the solicitation, contract award, and contract administration processes
- ▶ Provide feedback on contractor performance to the COR or contracting officer

COURSE OVERVIEW

FOUNDATIONS

- Recent Trends
- Federal Acquisition Laws and Regulations
- The Integrated Acquisition Team
- Ethical Considerations

ACQUISITION PLANNING

- Roles and Responsibilities
- Defining Requirements
- Requirements Documents
- The Acquisition Plan
- Exchanging Information with Industry
- Impact of Socioeconomic/Small Business Programs

CONTRACT FORMATION

- The Solicitation
- Uniform Contract Format
- Commercial Items Contracts
- Amending a Solicitation
- The Negotiation Process
- Final Evaluation and Award
- Debriefings
- Protests

CONTRACT ADMINISTRATION

- The Contract Administration Lifecycle
- The COR Workplan
- Contract Changes
- Disputes and Appeals
- Inspection and Acceptance
- Contract Termination
- Contract Close-Out

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Call 703.790.9595 ext. 4059

for more information.

Step 3


Performance and Accountability

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The last step is composed of two 3-day courses and one 5-day course. It will introduce you to sophisticated management tools for data gathering, cost-benefit analysis, as well as risk analysis and management techniques, and decision-making. It will enhance your analytical and decision support skills, and will teach you how to negotiate, influence, and exercise power to accomplish goals. Finally it will give you the opportunity to demonstrate executive leadership and management skills in a simulation-based course, drawing on the lessons learned in the previous eight courses.

Program Evaluation for Improved Decision-Making

This course will show you how to develop plans to mitigate risk; avoid or minimize problems; conduct a cost-benefit and trade-off analysis; and improve programs to make operations world class.

CLASS ID: 10-7121-01
COURSE DATE: October 12 -14, 2010
COURSE LEVEL: Advanced
CPE CREDITS: 24 **PDU:** 21
FIELD OF STUDY: Management Advisory Services
FORMAT: Group discussion, lecture, case study, reading, practical exercises, and oral presentations
LENGTH: 3 days **PRICE:** \$745
LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Analyze and take action to resolve program problems and concerns
- ▶ Critique strengths and weaknesses of evaluations conducted by others
- ▶ Select data sources and data collection and analysis techniques to be used for a program evaluation
- ▶ Discuss and use at least ten qualitative and quantitative tools in program situations
- ▶ Evaluate program risk and develop plans or take action to mitigate the identified risks
- ▶ Structure a cost-benefit analysis for program decision-making
- ▶ Make a decision using a trade-off analysis

COURSE OVERVIEW

PROGRAM PROBLEMS

- Problem Identification
- Techniques for Thinking Creatively
- Problem-Solving Pitfalls

EVALUATION

- Program Evaluation Approaches
 - Decision-Oriented Model
 - Objectives-Oriented Model
- Program Evaluation Stages

DATA GATHERING TECHNIQUES

- Surveys
- Data Sampling Concepts
- Organizing Data
- Using Statistics

QUANTITATIVE AND QUALITATIVE DECISION-MAKING

- Problem Assumptions
- Decision-Making — the GOO Model
- Integrated Decision-Making

EVALUATING RISK

- The Nature of Risk
- Risk Mitigation Process
- Risk Reassessment

COST-BENEFIT ANALYSIS

- Cost-Benefit Analysis Steps
- Program Justification

TRADE-OFF ANALYSIS

- What Is Trade-Off Analysis?
- The Trade-Off Analysis Process
- Sensitivity Assessment
- Qualitative Trade-Off
- Limitations

Managing Stakeholder Relationships

This 3-day course will help you develop interpersonal skills for promoting stakeholder involvement and cooperation to ensure program success.

CLASS ID: 10-7122-01

COURSE DATE: November 8-10, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 24 **PDU:** 21

FIELD OF STUDY: Business Management and Organization

FORMAT: Group discussion, lecture, case study, role play, videotaping and review, reading, practical exercises, and oral presentations

LENGTH: 3 days **PRICE:** \$745

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Analyze how internal and external stakeholders impact your program
- ▶ Plan, develop, collect, and use customer feedback
- ▶ Improve your ability to influence people
- ▶ Describe the value of power in program management
- ▶ Develop and apply strategies to balance and reconcile public interest and media needs with program goals
- ▶ Identify and make recommendations of actions to take in a crisis situation
- ▶ Develop and present a strong program message
- ▶ Effectively respond to and handle disruptive people

COURSE OVERVIEW

STAKEHOLDER ANALYSIS

- Stakeholder Mapping
- Working with Stakeholders
- Collaborative Decision-Making

CUSTOMER FEEDBACK

- Who Are Customers?
- Building Customer Service Standards
- Acting on Customer Input

INFLUENCING TECHNIQUES

- Why You Need Influencing Skills
- Influence in Eight Steps

NEGOTIATING TECHNIQUES

- The Effective Negotiator
- The Negotiation Process

POWER

- Sources of Power
- Using Power
- Abuse of Power

PUBLIC INTEREST AND PUBLIC OPINION

- Public Opinion and Your Program
- Citizen Input Considerations
- Communicating to Interest Groups and the Public

MEDIA

- Rules of Engagement
- Writing a Press Release
- The Press Conference
- Interviews

CRISIS MANAGEMENT

- Identifying the Crisis Situation
- Intervention and Recovery

PRESENTING PROGRAM INFORMATION

- Forums for Presenting Program Information
- Preparing a Presentation

THINK TANKS, ACADEMIA, AND ORGANIZED INTEREST GROUPS

- Think Tanks and Your Program
- Recognizing Opportunities

Federal Managers Practicum Capstone

This 5-day course integrates what you have learned in the previous eight courses and allows you to apply your knowledge in a behavioral simulation. The simulation gives you a chance to demonstrate executive leadership and management skills as a senior manager of a severely constrained government program, and assess your executive competencies.

CLASS ID: 10-7123-01

COURSE DATE: December 6-10, 2010

COURSE LEVEL: Advanced

CPE CREDITS: 40 **PDU:** 35

FIELD OF STUDY: Business Management and Organization

FORMAT: Group discussion, instrumented feedback, behavioral simulation, lecture, case study, practical exercises, and oral presentations

LENGTH: 5 days **PRICE:** \$1,395

LOCATION: Washington, DC 

At the end of this course, you will be able to:

- ▶ Explain how managerial competencies are determined
- ▶ Analyze and act on program issues, given a program simulation
- ▶ Demonstrate an ability to maintain harmonious working relationships
- ▶ Reconstruct factors that contributed to success and failure, given a program simulation
- ▶ Evaluate your performance as a leader and manager, and your ability to maintain focus and intensity in a senior position, given a program simulation
- ▶ Develop a framework that can be used as a guide to program success
- ▶ Explain the potential impact of current initiatives and emerging issues on programs and individual careers
- ▶ Select competency development needs based on the Office of Personnel Management's Executive Core Qualifications
- ▶ Develop an individual learning plan as a five-year career guide

COURSE OVERVIEW

PROGRAM MANAGEMENT COMPETENCIES

- Goal and Action Management
- Executive Core Qualifications (ECQs)
- President's Management Agenda

ACHIEVING RESULTS

- Results Framework
- Leadership Near the Top
- Socialization and Culture
- Empowered Program Managers

SIMULATION — ANALYSIS AND LEARNING

- Feedback
 - Giving Feedback
 - Receiving Feedback
- Information Flow

PROGRAM SUCCESS

- Taking Over a Program
- Developing and Empowering Your People

CURRENT AND EMERGING ISSUES

- Compensation
- FAIR — 1998 Federal Activities Inventory Reform Act
- Personal Liability

PRACTICUM ASSESSMENT

- Linking the Self-Assessment to the Practicum

PERSONAL DEVELOPMENT

- Professional Competencies
- Five-Year Career Guide
- Supporting Career Development

Client On-Site, Continuing Education, and Professional Certification

Bring the Federal Managers Practicum On-Site

Client on-site training offers the convenience of bringing The Federal Managers Practicum to your location. Content can be aligned with your management development program to meet your agency's most pressing challenges. Join the organizations that use the Federal Managers Practicum to:

- Provide employees with comprehensive management and leadership skills
- Develop staff to effectively run teams, programs, and operations
- Fill gaps left by retiring federal managers

For more information on how the FMP can benefit your organization, call 703.790.9595 ext. 4059.

Continuing Education

Our courses meet the professional certification and continuing education requirements for students seeking Continuing Professional Education (CPE) credits.



Management Concepts is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. www.nasba.org

Prerequisites and/or advance preparation, if applicable, will be identified in the individual course descriptions.

Student complaints will be handled in accordance with our **Satisfaction Guarantee**.

Professional Certification



PMI® is the leading non-profit professional association in project management, establishing standards and providing professional certification — highly sought after by today's competitive organizations. Management Concepts students receive Professional Development Units (PDUs) required by PMI® to obtain Certified Associate in Project Management (CAPM®) or Project Management Professional (PMP®) certification and re-certification.

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GSA Contracts



Eligible buyers may purchase Management Concepts products and services under the **GSA Federal Supply Schedule 69 — Training Aides and Devices, Instructor Led Training** (for group on-sites only), **Course Development, and Test Administration**, Contract #GS-02F-0010J and **Schedule 874 — Management, Organizational and Business Improvement Services (MOBIS)**, Contract #GS-10F-0074R. Please indicate your interest in buying under these schedules at the time you place your order and include the contract number on your ordering documents. Contact us with any questions about the ordering procedure at 703.790.9595 ext. 4161.

Get Started Today!

Complete the Letter of Intent

Submit the Letter of Intent below via fax or mail. To enroll in the program online, visit www.managementconcepts.com/fmp.

The Letter of Intent is NOT a legal contract and does not obligate you to register for any courses. Signing and submitting this letter officially enrolls you in the Federal Managers Practicum.

FULL NAME

LAST 4 DIGITS OF SSN

ORGANIZATION

TITLE

ADDRESS (WORK)

ADDRESS (HOME)

PHONE (WORK)

FAX (WORK)

EMAIL

PHONE (HOME)

Management Concepts
Attn: Federal Managers Practicum
8230 Leesburg Pike
Vienna, VA 22182
Tel: 703.790.9595 Fax: 703.790.1371

Yes, I am interested in enrolling in the Federal Managers Practicum

I understand this letter is for Management Concepts records only. It is not a legal contract and does not obligate me to take any courses.

SIGNATURE

DATE

2009 Management Concepts

About Management Concepts

Management Concepts focuses on *an individual approach to organizational achievement* through high impact training courses, custom learning and development, professional services, and publications. With over 35 years of experience providing clients with the highest quality professional education and performance improvement services, our mission is to unleash the potential of people. Areas of expertise include financial management, acquisition & contracting, analytics, business analysis, grants & assistance, leadership, professional skills, and project management. Our products and services enable individuals to develop the skills and competencies needed to be successful, teams to maximize their performance and effectiveness, and organizations to achieve their mission. We take pride in providing quality services, dedicating ourselves to clients, and ensuring a positive impact in the workplace.

What you can expect from Management Concepts

Results-oriented programs. Our programs are designed to meet clients' professional development needs. We assess challenges and provide the appropriate blend of training, custom learning and development, professional services, and publications to help you achieve performance goals.

Best practices from the public and private sectors. Our highly experienced consultants are trusted behind-the-scenes partners. They analyze organizational needs and apply best practices from both public and private sectors to meet the government's unique requirements.

Expert instructors. Selected for their subject matter expertise and presentation skills, our seasoned professionals offer many years of practical, hands-on experience in their respective fields — ensuring that every performance improvement solution is grounded in our client's requirements.

Exciting interaction. Master presenters challenge minds in lively face-to-face instruction — building on issues, experience, and questions from participants, while facilitating networking among colleagues.

Relevant content. Course topics are keyed to competencies essential to high performance and professional success. Designed to enhance learning and build understanding, our classes provide clear explanations, leading-edge examples, and insightful case studies.

Performance-enhancing publications. Our wide array of solutions-oriented publications help clients save time and money and improve performance by making their jobs easier.

Return on your investment. Addressing both organizational and individual performance improvement challenges will result in more competent and creative employees engaging in successful projects. Clients can further measure ROI by implementing targeted assessment and evaluation tools.

Quality assurance. We measure our performance through instructor and consultant evaluations. Feedback is critical to ensuring we continue to meet client needs and expectations.



Washington, DC Location

Our Washington, DC classes are conveniently accessible by Metro.

Management Concepts is certified to operate by the State Council of Higher Education for Virginia

Management Concepts does not permit audio or videotaping of courses.

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Complete Terms & Conditions: For complete terms and conditions affecting students, please visit the Frequently Asked Questions (FAQs) under our Customer Service section on our website www.managementconcepts.com.

Federal Managers Practicum

- ▶ Acquire comprehensive knowledge of government program management
- ▶ Apply practical skills to solve real-life problems
- ▶ Develop your leadership potential

For more information, visit www.managementconcepts.com/fmp or call 703.790.9595 ext. 4059 to learn how this program can improve performance within your organization.



 **MANAGEMENT**CONCEPTS

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