

# Delivering Cost-Effective Customized Training for a Geographically Dispersed Workforce

*Rapid Customization Process and Broad Delivery Capabilities Accelerate Rollout, Successfully Eliminate ADA Violations*

## The Challenge

In the wake of 13 Antideficiency Act (ADA) violations and numerous flash reports, a Government Accountability Office (GAO) report had recommended this agency conduct training as a corrective action. In response, agency leadership mandated training for anyone at their numerous locations who used the financial system, including budget analysts, lawyers, accountants, managers, and those with technical responsibilities.

The agency tried a range of solutions that proved unsatisfactory, from developing in-house training to using a vendor's off-the-shelf training. In the case of in-house training, the agency subject matter experts did not have the time or resources to develop or deliver the extensive training needed. Off-the-shelf training incurred high travel costs and did not address the agency's unique circumstances.

The agency contracted with Management Concepts to design, develop, and deliver a customized onsite training solution that included content relevant to the organization's challenges and could be up and running quickly.

## The Process

Drawing on its extensive existing catalog of material, Management Concepts' design team pulled content from the company's off-the-shelf offerings and then worked with the agency's subject matter experts to customize the training and incorporate content and case studies relevant to the agency's situation.

## The Solution

Management Concepts developed the customized course in 21 days and delivered the first class six weeks after the contract was finalized. Over 20 expert instructors were deployed to deliver the training to financial, legal, technical, and management staff in locations throughout the United States and abroad. An online refresher course was also developed to reinforce learning objectives and address the agency's requirement for regular refresher training.

## The Results

Because of Management Concepts broad library of content and rapid customization process, the agency was able to keep its costs in check while ensuring the training would be implemented quickly and targeted to their specific requirements.

More than 3,500 staff members participated in the instructor-led training over a three-year period, and to date more than 1,000 of them have successfully completed online refresher training. Course evaluations have been unflinching positive, with 91% of the over 5700 evaluations completed rating the course as Excellent or Good. Most significantly for the agency, all 13 ADAs have been successfully eliminated.

## KEY FACTS

### CLIENT

DOD Component Agency

### PROJECT GOALS

- Meet mandatory training needs of geographically dispersed population
- Eliminate ADA violations and prevent future issues

### SIZE OF TARGET AUDIENCE

- More than 3,500 trained via instructor-led delivery
- More than 1,000 have completed online refresher training

### KEY OUTCOMES

- Successful elimination of all 13 ADA violations over the course of the implementation

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

**888.545.8579**