

# Facilitating Agency-Wide Change in Grants Management Procedures

*Training Incorporates Agency-Specific Exercises and Samples to Help Bring About Systemic Change*

## The Challenge

A medium-sized civilian agency was using contracting officers and agreements technical representatives to oversee grants and cooperative agreements under their 29 assistance programs. The problem the agency faced was two-fold:

1. Staff members weren't administering grants properly.
2. The existing training wasn't meaningful to participants, didn't include examples and resources specific to their work, and thus wasn't delivering the results needed.

Because it was rolling out a new information system, the agency wanted to use this as an opportunity to drive systemic grants management change and ensure all staff was prepared to follow appropriate procedures.

## The Process

Working with agency staff, Management Concepts identified the commercial off-the-shelf (COTS) course that would be the best fit for achieving the desired outcomes and then customized the course to include agency-specific regulations and exercises. Management Concepts instructors also worked with the agency to gain an understanding of their grants-related challenges so they would be able to provide additional agency-specific context during facilitation.

## The Solution

Management Concepts instructors are delivering a customized version of its Grants Administration for Federal Program Personnel program to meet the agency's training requirements. Because this customized course is based on a COTS program, Management Concepts is able to update the agency version at the same time updates are made to the COTS material via a single content management system. As a result, the agency is always ensured of having the most current content included in its course sessions without incurring additional costs.

## The Results

The combination of materials and platform customization addressed the agency's concerns that the training be meaningful and relevant. Participant evaluations in particular have reflected this, with content relevance, group exercises and interaction with the instructor receiving consistently high ratings. In addition to the initial course delivery, 14 other offices have purchased sessions of this tailored course over a two-year period, ensuring that consistent training is provided across multiple offices to facilitate the agency-wide change in grants management procedures.

## KEY FACTS

### CLIENT

Civilian agency with 29 assistance programs

### PROJECT GOALS

- Ensure all staff follow appropriate grants management and administration procedures
- Support an agency-wide rollout of a new information system for a consistent change in grants management procedures

### SIZE OF TARGET AUDIENCE

313 staff trained to date in 15 offices

### KEY OUTCOMES

- Seamless mechanism for ensuring participants receive 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.

**888.545.8579**