

Improving Productivity with Scalable, CFR-412-Compliant Training: SUPERVISORY AND MANAGEMENT DEVELOPMENT

CHALLENGE

A cabinet department in the executive branch of the U.S. federal government needed a CFR-412-compliant management development program for newly promoted supervisors and managers. An important goal of the program was that it should allow flexibility for supplementary training as an employee moves along their career path—identifying and supporting a continuum of leadership development. Per federal guidelines, the initial training had to be designed to provide systematic and comprehensive instruction in specific competencies needed by supervisors and managers, including the abilities to:

- Mentor employees
- Improve employee performance and productivity
- Conduct employee performance appraisals in accordance with agency's appraisal systems
- Identify and assist employees exhibiting unacceptable job performance

In addition, the program needed to provide periodic follow up and relevant learning experiences throughout each employee's career—to provide a more comprehensive succession plan.

AMA's SOLUTION

As a GSA contract holder, American Management Association (AMA) was able to quickly develop a comprehensive, proven training program for newly appointed supervisors and managers. Employees use extensive guided role plays, self-audits, and in-depth skills exercises to explore the competencies of motivation, delegation, coaching, communication, performance management, and leadership. Participants build and refine the solid foundation of skills and behaviors needed for effectiveness.

AMA's ongoing training for the agency provides development for all new supervisors and managers currently within their one-year probationary period, as well as anyone who has not completed new supervisory or management training within the prior three years.

In addition, AMA's broad management and leadership suite of offerings allows the agency to provide employees ongoing, periodic follow up pursuant with each employee's career trajectory.

RESULTS

AMA has delivered more than 45 sessions over the course of 6 years for more than 900 participants. While sessions occurred in person prior to the pandemic, AMA was able to seamlessly pivot to virtual classroom delivery after the onset of pandemic restrictions, allowing the agency to remain on a CFR-compliant schedule, meet all mandatory time restrictions, and follow all safety protocols.

AMA's learning experiences help provide broad management and leadership knowledge that is easily linked back to the Office of Personnel Management's (OPM) federal leadership competencies, as well as the agency's own mission-related competencies.

"The feedback has been very positive: The agency has already scheduled 8 sessions for the coming year," says KC Blonski, VP of Government Learning Solutions at AMA. "They really value that they can provide additional development for their employees as they proceed through management and executive positions government-wide. It not only helps improve the productivity of the entire agency, but it also ensures the agency always has knowledgeable, experienced people in key positions, making succession planning natural."

REVIEWS FROM PARTICIPANTS

AVERAGE RATING 4.63 OUT OF 5 STARS

“Excellent training! Thought provoking, enlightening and refreshing! Facilitator right on point to challenging old habits! Highly recommended.”

“Excellent course. Very comprehensive.”

“Program was very engaging, and instructors and participation very effective.”

“[The facilitator] was EXCEPTIONAL!”

“Very realistic information that can be applied to real world issues easily.”

“I thought that the training was excellent. The trainer was knowledgeable and kept us all on track. The personal insights were interesting and helpful.”