



News Release

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SBA Completes Historic Staff Training

WASHINGTON – Last Friday the U.S. Small Business Administration completed the largest staff training in its history, covering more than 1,300 of its 2,500 permanent employees.

SBA University is part of Administrator Steve Preston's agency transformation agenda, aimed at operational reform and accountability, enhancing internal and external communications, and improving customer service.

The training, which spanned three weeks in August, featured content tracks based on the employee's primary role including contracting, loan processing, customer service, administration, marketing and public affairs.

"SBA University marks an important step in moving the agency towards becoming more customer-focused and results-driven," Preston said. "We're a service organization so it's crucial that every employee have the skills and knowledge to serve our customers and partners effectively."

SBA University offered courses to its field employees across three weeks in August; employees chose the week they wanted to attend. Moving forward, the agency will train senior managers and headquarters staff this fall and has institutionalized the next SBA University for 2008.

"We know SBA personnel have long felt over-tasked and lacking necessary tools and training to accomplish their jobs," Preston added. "August's training is an investment towards refocusing the agency on its core mission, improving employee productivity and enhancing external customer service."

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