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LEADERSHIP FOR TIMES OF CHANGE

Customer Challenge:

A Federal agency struggling with major change amid widespread budget cuts

This agency’s internal culture was proving to be a significant stumbling block in response to organization-wide change following September 11, 2001. Faced with the additional burden of heavy budget cuts, the agency called on the Office of Personnel Management to provide the next-generation leadership development it needed, while keeping costs low.

OPM’s Solution:

Customized management training programs to maximize impact and cost-effectiveness

After performing a careful needs-assessment, OPM’s Custom Solutions team developed a four-course, career development program designed to drive a culture of change. And by structuring the program to reach as many managers as possible, OPM was able to deliver highly customized training while minimizing the agency’s costs.

OPM drew on the leadership expertise offered in our open-enrollment courses to design the following custom curriculum:

- Building a Great Place for People to Work
- Coaching Skills for Executives
- Emotional Intelligence as a Leadership Skill
- Leaders Growing Leaders

Result:

“Phenomenal” improvement in managers’ leadership capacity and ability to accept change

The OPM Custom Solutions Team’s targeted intervention transformed an agency culture from one that fought change to one that embraced it. And because OPM’s customized program provided needed leadership tools that could be used immediately, the agency was able to move forward quickly and confidently.

The agency’s program director wrote: “The power of [OPM training] is phenomenal, and the cost savings to us was substantial.”

In the words of a participant: “The training has provided excellent tools to build teams emotionally and encourage healthy work environments where ‘regular, extensive communication occurs’ and growing people is the goal.”

