

Case Study: Develop & Manage Acquisitions Skills Training for Contract Specialists



United States Department of Agriculture (USDA)

Industry: Government
 Location: Washington, DC and Kansas City, MO
 Size: Multiple Locations - Senior Officials

Company Bio

The United States Department of Agriculture, The Farm Service Agency (FSA), administers and manages farm commodity, credit, conservation, disaster and loan programs. These programs are designed to improve the economic stability of the agricultural industry and to help farmers adjust production to meet demand.



Description

The USDA-FSA requested Aerobodies Inc. to design, develop and manage an Acquisitions Skills and Training Program that would improve the consulting skills for their contract specialists. Aerobodies was contracted by the USDA to collaborate with their Senior Acquisitions officials to provide expertise, consultation and guidance in order to improve acquisition development, communication messaging, emotional intelligence of and between key stakeholders and partnering strategies between program managers and acquisition officials for developing contract requirements. These new consulting skills would improve the knowledge base, resulting in better acquisition requirements, improved market research and better technical evaluation criteria.

"The training we received from AFC was some of the best content & delivery of mission-specific customer service, related training that I've experienced. The careful attention to our requirements & tailoring it to our goals & constraints ensured we got exactly what we wanted & not some boiler plated training. We asked for training that our acquisition staff could relate to, and AFC provided that through presenters who knew federal acquisitions & examples that related directly to our mission & daily work.

The feedback from the staff was glowing. You could see the growth & understanding taking place and feel the team building happening through many practical application scenarios. We left with a common understanding of consultative customer service, personal insights & an appreciation of program issues. AFC is highly recommended."

*- John Blanchard
 Assistant to the Deputy Administrator for Management & Acting Director
 USDA*

Aerobodies Achieves Results:

70%
 Of Attendees Recognized an Improvement in Active Communication

99.9%
 Of Performance Metrics Successfully Achieved over Course Period

96.6%
 Of Attendees Realized Improvement in Acquisition & Collaboration Techniques

"The integrated lessons and real world experiences were excellent for our AMD staff. The learning frameworks allowed us to engage freely with one another while interacting in group activities and learning how to engage properly throughout the acquisition process."

- Senior Contracting AMD Official

The Approach

Aerobodies, Inc. advised The Farm Service Agency on an enterprise-level training program that provided best practice methodologies and strategies.

Aerobodies, Inc. advised USDA-FSA on its training project structure and necessary communication skills. Topics covered included logistical elements, program messaging and training topics.

"I believe the training was executed well. There was a lot of material covered these past 5 weeks. These techniques have helped me with my co-workers as well as my customers"

- FSA Contracting Officer -Training Participant

The Solution

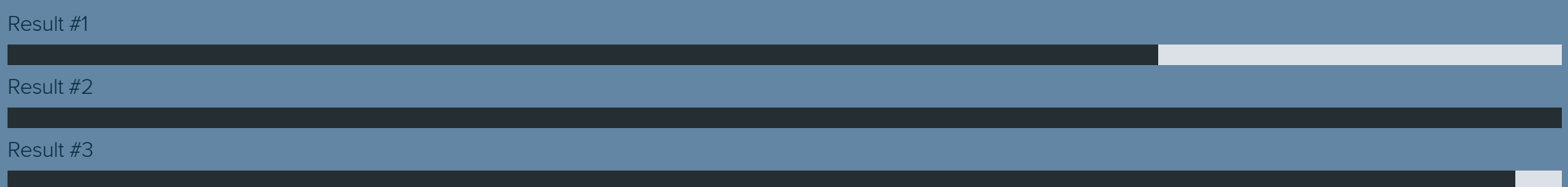
A custom Acquisition Consulting Skills Program Plan and Training was created for USDA-FSA. This high-level program built by Aerobodies Inc. provided expertise in acquisition management, consulting skills, project management and adult education strategies. Through this program, USDA-FSA is prepared to reach its project goals.

Interviews and discussions were held with all key stakeholders prior to the development of training materials to help create a custom training solution.

All program plans, reports and deliverables were completed on time and within budget. Stakeholder interviews and presentation materials were provided prior to the program/training rollout deadline.

The Results

Aerobodies Inc. successfully designed and delivered FSA program staff a proprietary Acquisitions Skills and Training Program. Training attendees saw over 96% of an improvement in acquisition and collaboration techniques with colleagues and customers, and 70% improved active listening skills.



Aerobodies is a woman-owned, 8(a) certified, diverse supplier of health and wellness managed services. We work with midsize and large organizations of 500 - 50,000 employees who want to improve the life and well-being of their employees through innovative health strategies and performance programs. "Our Lifeline is Truly the Bottom Line" of our customers, and we prove this every day in the work that we do. Let us know if we can help you reach your organization's health management goals. Call us at 866-659-3400 or contact@aerobodies.com.