



A New Model for Developing the Small Agency Workforce

The Need

The unpredictability of the annual Federal appropriations process, coupled with limited training budgets, challenges agencies to find creative ways to develop their workforces. This is especially true for small Federal agencies who are often less able to spare staff from work to attend training, and may lack easy access to relevant, affordable training. Budget and time restrictions on training can lead small agencies to ration valuable training dollars and defer or eliminate essential staff development, ultimately resulting in performance and retention issues.

Small agencies are also facing the need to reskill many members of their workforce. The adoption of new technologies, such as artificial intelligence and robotic process automation, will eliminate low-value, transactional, and repetitive tasks, freeing members of the workforce to focus on higher value work and contribute to achievement of their agency's mission.

A Greater Sense of Urgency

The nature of Federal work is rapidly evolving due to advances in technology – thereby creating a greater sense of urgency for the continuous development of the Federal workforce. The **President's Management Agenda** (PMA) identifies primary drivers for transforming and modernizing the Federal Government, including the need to develop a workforce for the 21st Century that will enable senior leaders and front-line managers to align

staff skills with evolving mission needs. According to the PMA, modernizing technology within the Federal Government will require more nimble and agile management of the workforce, including reskilling and redeploying existing workers, to keep pace with rapid change. The PMA outlines the following strategies to accomplish reskilling and redeploying human capital resources: identify opportunities for automation and increase the overall efficiency of the workforce; invest in and develop the workforce based on identification of emerging and mission critical skills; reskill and redeploy employees from lower value work activities to higher value work activities; and improve the ability of employees to design career paths in Federal service and for agencies to clarify career paths that would be most helpful to fulfill workforce planning needs. In order to successfully employ these PMA strategies agencies must access resources for workforce assessment, planning, and professional development.



The mission demands a Federal workforce that's flexible and resilient enough to accommodate the ever-changing nature of work. And, it must bring out the best in civil servants.

—Peter Warren, Associate Director at
White House Office of Management and Budget

Management Concepts Unique Offer for Small Federal Agencies

For 47 years, Management Concepts has supported the professional development of the Federal workforce by delivering training from our expansive library of commercially-available courses designed to support the ongoing and emerging training and certification needs of multiple Federal career fields. Our courses are offered to individuals (Public Open Enrollment sessions) and groups from the same organization (Private Group Training sessions). To meet the needs of small agencies, Management Concepts also offers our courses in both instructor-led live classroom and instructor-led virtual classroom formats.

We have recently created an exciting opportunity for small Federal agencies to provide their staff with **unlimited access** to our training courses. The result of such a valuable opportunity will be a better skilled workforce, shorter time to productivity, and employees who feel valued because of the investment their organization is making in them.

Specifically, Management Concepts is offering “Unlimited Training” and “Unlimited Training Plus” plans that are designed to assist small Federal agencies in ensuring their personnel receive statutorily required training, ongoing professional development, and reskilling opportunities. For an annual fixed price, based on the total number of agency employees, small agencies can provide their employees unlimited access to top-notch training through one of the following plans, subject to the applicable terms and conditions described at the end of the document.

1. **Unlimited Training Plan:** Individual employees can attend an unlimited number of Management Concepts Public Open Enrollment courses. Students can simply enroll in any regularly-scheduled course using the Management Concepts website or call center, by providing a valid agency email address. Generally, we confirm our Public Open Enrollment courses four weeks prior to the start class date, provided that the minimum class size is reached. Students who are enrolled in our Public Open Enrollment classes will receive class confirmation, pre-work assignments, and other regular communication via email and gain access to our industry leading learning platforms to support their learning experience.
2. **Unlimited Training Plus Plan:** Individual employees can attend an unlimited number of Management Concepts Public Open Enrollment courses plus groups of agency employees can attend an unlimited number of Private Group Training courses, scheduled for delivery at the client’s site or virtually. When an Unlimited Training Plus client has a group of at least 18 students (maximum 30) who need a specific Management Concepts commercially-available course at a specific site, we can deliver the course onsite or virtually on mutually established dates. Clients are assigned a Client Engagement Manager (CEM) who is the primary point of contact and coordinates with Management Concepts operational teams for each private group delivery. The CEM follows our proven process and procedures, adjusting as required, to enable the successful delivery of this program.

Benefits of Our Unlimited Plans

Our **Unlimited Training** and **Unlimited Training Plus** plans offer benefits to both the organization and to the individual:

Benefits to the Organization	Benefits to the Individual
<ul style="list-style-type: none"> • Removes barriers to learning across job roles and geographies by providing access to unlimited learning from a trusted provider. 	<ul style="list-style-type: none"> • Access to a broad range of Federally-focused professional development options to support career growth and advancement.
<ul style="list-style-type: none"> • Reduces administrative burden with centralized purchasing and simple enrollment procedures. 	<ul style="list-style-type: none"> • Flexibility to select training to match individual development plans.
<ul style="list-style-type: none"> • Enhances ability to centrally measure, track, and analyze training metrics. 	<ul style="list-style-type: none"> • A variety of certificate program options.
<ul style="list-style-type: none"> • Protects the learning investment with a fixed, predictable budget less likely to be reprogrammed. 	<ul style="list-style-type: none"> • Exposure to cross agency best practices and networking opportunities.
<ul style="list-style-type: none"> • Enhances employee engagement through demonstrated commitment to training and professional development. 	<ul style="list-style-type: none"> • Convenient classes with frequent offerings in many cities and many virtual offerings.

Course Offerings

Management Concepts offers a broad range of Public Open Enrollment courses across multiple career fields, all designed for Federal government employees. We also offer more than 25 professional certificate programs and specialty tracks to meet professional goals and deliver comprehensive knowledge and skills. Courses comprising these certificate programs are included in our unlimited training offer and students can complete a program certificate at no additional cost. Many of our certificate programs align with industry certifications such as the PMP®, CGFM, and CPCM.

Most of our course titles are offered both as Public Open Enrollment and Private Group Training sessions. Annually, we schedule thousands of Public Open Enrollment sessions, across our nine domains, in 24 cities in multiple delivery formats including:

- **Live Classroom:** Students meet in a conveniently located physical classroom where the instructor delivers the course in person and students openly communicate, collaborate, and work in groups.
- **Remote:** While the instructor delivers the course to students in a conveniently located physical classroom, students who cannot attend in-person participate remotely via video and audio connection.
- **Virtual:** The instructor and students all participate remotely from their home or office. The instructor delivers the course live online and students communicate with the instructor and collaborate in workgroups using audio and chat.

We continually update our course content and delivery dates, and you can visit our website at [ManagementConcepts.com](https://www.ManagementConcepts.com) for a detailed schedule of classes

Domain	Scheduled Public OE Sessions in 2020	Number of Course Titles
Analytics	94	8
Acquisition & Contracting	518	63
Federal Real Property Leasing	35	6
Financial Management	485	40
Government Auditing	105	13
Grants & Assistance	405	28
Human Capital & HR	121	15
Leadership & Management	318	34
Project & Program Management	313	62
Total	2,394	269

Instructors

The experience and qualifications of our 400+ instructors are critical to high-quality, successful training engagements. We recruit instructors with a minimum of 10 years of subject matter expertise, and our current faculty have an average 10+ years of teaching experience. The average instructor rating from our students is 4.75 out of 5.0.

Terms and Conditions:

1. The minimum length of an **Unlimited Training** or **Unlimited Training Plus** plan is three years.
2. The Annual Fee for each year of either of the Unlimited plans will be based on the total number of agency employees. The Annual Fee will be invoiced in equal monthly increments in arrears throughout the term of a plan.
3. At the beginning of each subsequent contract year the Annual Fee will be adjusted to the actual number of employees. The Annual Fee will not change during the year, even if the number of employees increases or decreases due to normal hiring or attrition actions.
4. This offer is to train agency employees only. Contractors, volunteers, vendors, or customers are excluded from participation in the unlimited training offer.
5. OCONUS (Outside Continental United States) delivery of Private Group Training courses is not included.
6. For Private Group Training sessions delivered at the client's facilities, courses will have a minimum of 18 and a maximum of 30 students in attendance. The client is responsible for providing the training facility, audio visual equipment, paying the travel costs of the instructor, and the cost of shipping the course materials. These charges are in addition to the Annual Fee and will be included in the monthly bill.
7. Private Group Training classes with less than 18 students completing the course are subject to a \$250 surcharge per empty seat. These charges are in addition to the Annual Fee and will be included in the monthly bill.
8. The client is responsible for providing sign language interpreters and paying for other costs associated with ADA-related accommodation required by its employees for both Private Group Training and Management Concepts Public Open Enrollment courses.
9. If a confirmed Private Group Training class is cancelled with less than 21 days of notice, any incurred costs for instructor travel, materials, shipping, and other costs will be billable.
10. The cost of student travel is not included in this offer, and is the responsibility of the client.