

NCUA Facilitation Past Performance

TRAINING/FACILITATION			
Customer:	NCUA		
Role (Prime/Sub):	Subcontractor	Prime:	Human Technology Inc
CO POC Name & Title:	CO POC Address:	CO POC Phone & Email:	
Contract#:		Contract Type:	
Contract Value:		Period of Performance:	
Description of the type of worked performed: Facilitation and Change Management Training			
MTI performed a facilitation and change management training for the NCUA. MTI held three leadership meetings with the appropriate leadership team to understand goals and objectives of the team retreat. In those meetings MTI worked to understand the goals, objectives and key outcomes of the session, brainstormed ideas for the facilitated team session, and then worked to create an agenda for the meeting. MTI reviewed the agenda with the NCUA HR department lead to determine if it fit the needs of the team and then tweaked the agenda based upon input from the team leader. The team leader wanted a combination of skills development and facilitation of a dialogue amongst the group of how to implement the learnings. During the day of facilitation and change management training MTI led discussions on topics of communications and conflict resolution during a change in the team. Those topics included listening skills, providing feedback, and introducing a conflict style using the <i>Thomas Kilmann model</i> and helping the team determine where they were on the model and how they typically resolve conflict and then what they could do to flex if need back. During the session MTI facilitated conversations around the relative use of the skills in the HR department as well as conversations of how to implement the tools and the learning from the day. The Thomas-Kilmann Conflict Mode Instrument (TKI®) helps individuals and teams engage in productive discussions about conflict. It provides an understanding of different conflict management styles and their impact on interpersonal and group dynamics, and how to choose the best approach for any situation to create more positive outcomes. At the end of the session MTI sent out an evaluation to determine the effectiveness of the day and get feedback from the participants to provide back to the leadership team.			