



CASE STUDY

Training at USDA Agricultural Research Service (ARS)

AT A GLANCE

CHALLENGES

- Need for enhanced customer service skills
- Need for better communications skills for oral and written skills

BENEFITS

- Enhance leadership skills
Develop the soft skills of leadership
- Enhance leadership effectiveness and results
- Provide for opportunities to connect with other leaders

ABOUT MTI

MTI is an organizational consulting and coaching company focused on leadership training, coaching, consulting and facilitation. With over 23 years of experience MTI brings quality and depth of experience to every engagement it is on as well as years of experience in many government agencies.

THE CHALLENGE

USDA ARS as whole was getting complaints about its acquisition process. As a result USDA ARS took a comprehensive look at how to enhance their customer services process looking at its process, people, and getting feedback from customers about all of it. They saw that there was opportunities to develop their people in customer service and communications skills to enhance the acquisition process.

THE SOLUTION

MTI came in to design and develop training for six regions of ARS including their main headquarters unit. Each of the team members needed to attend one full day of training on Enhancing Skills in Customer Service as well as one day of training on Oral and Written Communications for Customer Service to meet the needs of developing their customer service skills and enhance the acquisition process at ARS.

Training was conducted by a key personnel of MTI virtually with a mix of group activities, breakout rooms for small group discussions, and interactive exercises and all of the ARS members participated.

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THE RESULTS

As a result of taking training from MTI ARS acquisition professionals had the following results:

- Enhanced customer service skills
- Improved oral and written communications skills
- Greater acquisition effectiveness and results
- Increased ability provide effective customer service to internal and external customers



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Enhancing Skills and Cultivating Leadership



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