

THE POWER OF
learning



PARTICIPATION
consulting



THE POWER OF
Building knowledge...

...together

ABOUT PARTICIPACTION CONSULTING, INC.

ParticipAction Consulting, Inc., a woman-owned small business, specializes in people-centered, workshops for adult learners; fully customized e-learning applications; and collaborative coaching facilitation for clients in government and private industry. Our philosophy is based on participative, dynamic training where learners are drivers of change, enabling personal and organizational growth. ParticipAction strives to increase the effectiveness of training adults through active participation and result-based instruction.

Our developers, trainers and coaches are experts in innovative methods of Training to inspire energy and creativity in participants. ParticipAction's success comes from working closely with our clients during the development phase of training to better understand their culture and discuss desired outcomes for training. Partnering with our clients, we create engaging learning environments using practical situations that best reflect how the information will be used on the job.

Our Government and commercial clients count on us for support in these key areas:

TRAINING WORKSHOPS - ParticipAction Consulting workshops have been created based on the Learning Construction Site "LCS" our signature training methodology to develop powerful result-based instruction for adults. We know that skills need to be analyzed, taught and evaluated as close as possible to the real environment where the skills will be used.

E-LEARNING - The use of the web-based solutions for communication and instructional purposes offers the great advantages of reach and ease of set up.

COACHING/FACILITATION - ParticipAction Coaching and Facilitation is based on the methodology of Action Learning to create fundamental organizational change for our clients. Action Learning develops leaders, builds teams and expands corporate capabilities.

THE PARTICIPACTION PHILOSOPHY.

People-Centered Learning Developed Through Collaborative Design

At ParticipAction, we consider open communication to be an invaluable tool to gain access to our client's implicit knowledge, determine their challenges and set clear defined goals. In order to deliver relevant training, we work hand-in-hand with our clients during each step in the development process. This alliance helps break down real and perceived barriers and avoids territorialism and pre-conceived, biased solutions.

Our approach results in clear mutual understanding, enhanced collaboration with client management, and appreciative, enthusiastic buy-in from course participants. All too often, when employees hear the word "training" it invokes visions of long days just sitting while being talked at with little applicable knowledge learned.

ParticipAction is proud to design learning experiences that offer participants the opportunity to reflect and participate in an open dialogue. The flow of the discussion is driven by participants, allowing them to share their ideas as they relate to the content of the course.

As a result, knowledge learned is immediately applicable back on the job.

OUR CLIENTS

ParticipAction has had the pleasure of working with a varied group of clients from government, non-profit and the private sector. A sampling of these organizations includes the following:

- Pension Benefit Guaranty Corporation
- Keane Federal Systems
- Serco North America
- SiloSmashers
- National Labor Relations Board
- MRIS
- US Department of Justice
- USDA Graduate School
- Aderas
- YMCA of Greater Omaha



THE POWER OF
teamleadership...



...unleashed

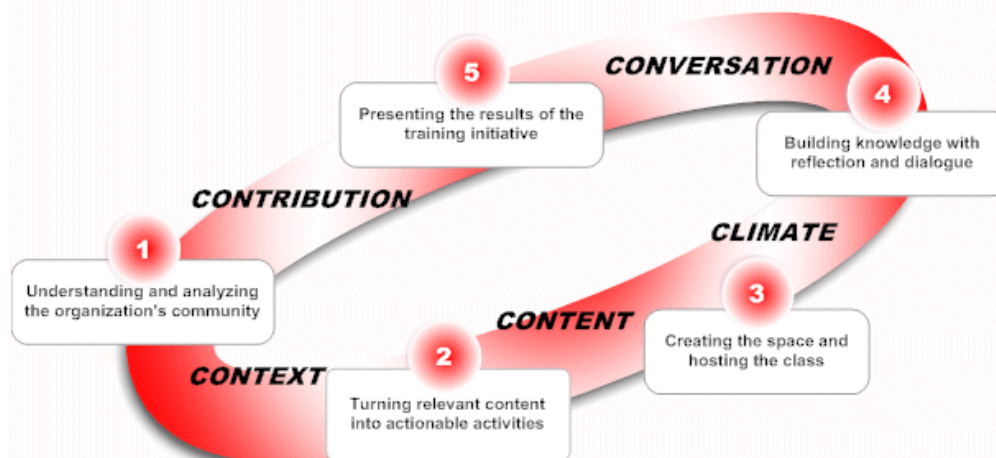
THE PARTICIPACTION TEAM

ParticipAction's success is due, in large part, to our dedicated, professional team members. Collectively they offer 95 years of practical experience as developers, researchers, subject matter experts, writers, graphic designers, trainers and coaches. Together, their strengths lie in their ability to diagnose clients' underlying organizational issues to develop and implement strategies that support organizational change and meet client business goals. Beyond their expertise, their enthusiasm and passion for delivering exceptional training are vital to our success.

This passion for teaching adults starts at the very top, with our Founder, Adriano Pianesi. Adriano brings 15 years of his rich experience in the nonprofit, government and private sector to his work in training adults, course development, facilitation and e-learning. He is an innovator and practitioner in dialogue education and conversational learning. In the mid 1990's Adriano began experimenting with the use of alternative methods of training adults, focusing on the power of dialogue, experience and hosting in adult learning experiences. Adriano empowers the entire ParticipAction team to consistently strive to create innovative, engaging and applicable adult training for all of our clients.

THE LEARNING CONSTRUCTION SITE METHODOLOGY

ParticipAction's workshops are based on the Learning Construction Site methodology featured in the SYSTEMS THINKER (August 2008 issue) www.participactioninc.com/lcs.pdf and authored by ParticipAction founder, Adriano Pianesi. This innovative way to teach adults is similar to the *World Café* and is centered on the idea of dialogue and reflection on experiential activities as the engine of engaging learning experiences. This approach has been successfully used with all types of content and successfully received by a variety of crowds ranging from US Government Officials to 5th grade students, nonprofit volunteers as well as company executives.



DESIGNING AN EFFECTIVE LEARNING EXPERIENCE

Through communication with our clients, we come to understand their values and culture to establish training objectives and develop training materials. ParticipAction recognizes that our clients include all representatives of the organization – from senior executives to workshop participants. We work closely with management to understand their organization and determine training objects.

Taking what we learn, we carefully prepare pre-work to be sent to all participants. This pre-work is designed not only to prepare trainees for the workshop, but to prepare our trainers for each participant's individual goals and expectations.

Combining information from both management and participants, a Learning Construction Site begins to take shape and focuses on four critical steps:

- **Designing Learning Tasks:** We turn the curriculum to be taught into learning activities that will recreate real, work-like case studies to produce meaningful training.
- **Hosting Learning Spaces:** creating an informal climate to lower defenses, foster collaboration and build team momentum that continues to be effective in the work place.
- **Facilitating Learning Conversations:** facilitating conversations through dialogue, reflection and socialization and using them as a critical tool to reflect on action.
- **Evaluating Learning Results:** evaluating the results of learning experiences to make them accountable and effective in bringing about lasting organizational change.



ParticipAction offers workshops on the following topics:

- Leadership
- Teamwork
- Train-the-Trainer
- Sales/Marketing
- Personal Skills
- IT Systems Training

In addition to these, ParticipAction offers fully customized course development to meet all training and coaching needs.

ParticipAction Case Study

Learning for Change Initiatives at the Pension Benefit Guarantee Corporations

ParticipAction's dedication to creating meaningful Active Learning with built in application can best be demonstrated by our longstanding relationship with Pension Benefit Guarantee Corporation (PBGC).

Over the course of several years, ParticipAction has worked with PBGC to create training solutions, employee education and team coaching, always with the goal of fostering organizational change our first priority.

In September 2001 we were contracted by PBGC to develop a training course for 800+ employees for **the implementation of a major Oracle CRM System release**. From the very beginning of this large scale project, ParticipAction's key challenge was to create organizational change through innovative learning solutions, meaningful collaboration and clear communication.

During initial meetings with the client, we defined the learning needs and created objectives

to meet these needs. Based on information learned in collaborative planning meetings, we decided to focus our curriculum on user support for the most effective results. Using the Learning Construction Site, course materials and engaging classroom sessions were developed. Our trainers traveled to PBGC offices around the country to deliver hands-on interactive training and support to participants. Post training evaluations were overwhelmingly enthusiastic and included comments like the following, *"You've all taken what some view as a very dry subject and turned it into an entertaining learning session."*

As a result of this successful training project, PBGC entrusted ParticipAction to create what would be our largest e-learning roll-out to date. PBGC required all 2000+ employees be trained on **a new Records Management Policy**. Due, in large part, to the massive scope of this training, project had been plagued

"You've all taken what some view as a very dry subject and turned it into an entertaining learning session."

A PBGC Director

by a history of stalled attempts and conflict among the staff. Working collaboratively with the client to resolve these issues and establish training objectives, we developed a written training plan and an e-learning course that clearly defined the agency's policies and procedures in regards to Records Management.

Once thought of as tedious and detailed process, PBGC's Records Management policies came alive in an interactive course that gave PBGC management the ability to review training attendance and evaluation reports. One manager offered his opinion of the course, "Making records fun, engaging and still educational is a challenge; one that you more than met."

ParticipAction's commitment to open, clear communication was instrumental when developing **Tools and Techniques of Teams FAI Certification** for PBGC. Past habits and culture of the management team were a stumbling block to open, effective communication – this is the exact challenge that the Learning Construction Site methodology was designed to meet. In developing curriculum



for this class, we decided upon a strong coaching approach for optimum success. Our expert facilitator encouraged partnering to inspire acceptance and strong alliances. Stronger collaboration within the team resulted in advanced FAI Certification of middle and executive level management.

Followup conferences via e-learning confirmed the team was committed to a higher level of communication allowing for constructive resolution of conflicts while minimizing negative impact. We measure our success on these projects by the lasting satisfaction of our client and we are honored to have been part of these innovative and exceptional transformations at PBGC.

PARTICIPACTION'S GOVERNMENT EXPERIENCE

Our government clients rely on us to design and deliver programs that develop leaders, transform cultures and provide a common framework for achieving measurable results.

Our successful track record encompasses a variety of projects throughout the government; including the release of an e-learning application on Records Management for the Department of Labor, an engaging leadership development program for the USDA Graduate School, a training conference for the National Labor Relations Boards, a course developed for the Department of Justice, an action learning intervention for a director of an IT department of PBGC.

For a more comprehensive picture of how ParticipAction's services might help your organization, please contact us at apianesi@participactioninc.com or 202.262.3371.



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collaboration...



...for change



PARTICIPATION
consulting

306 Aspen Place
Alexandria, VA 22305
703.920.0208 ph
703.562.0856 fax
www.participactioninc.com