

Best Practice

Service: Consulting

Solution Suite: Training Programs

Best Practice: Customization, Case Based Learning Experience (CBLE)

Overview

AMS deploys solutions based on customized industry and experiential best practice. Our team of executive level consultants will work with your organization to craft the best implementation of any service, solution suite and correlating best practice. This holistic approach to creating business solutions will render high value ROI, continuity and embedded value.

In a typical case-based training course, case studies are designed to thread theory with experience. In bridging the aforementioned gap, utilization of this traditional two-dimensional model usually results in an academic experience. Based on client results, we find that a multi-dimensional model results in a more robust learning environment. In response to client needs, we have developed a fully integrated approach to training design and delivery.

Our enclosed model provides a dynamic blend of learning opportunities through what we call the Case Based Learning Experience (CBLE). The CBLE model integrates the following elements:

1. Facilitator expertise
2. Program development
3. Case studies
4. Exercises
5. Checklists, tools and templates

These elements are refined once the client deliverables are established, resulting in a precisely focused learning experience. CBLE allows for time optimization and advanced learning opportunities.

The CBLE model draws its strength from the use of company specific data. For example, in a three day Project Planning Scheduling and Control course, the decision may be to focus the learning on the scheduling component of project management. In this example, a case would be built and facilitated to guide the students through a typical scheduling scenario. In a longer, multi-course program, emphasis may be placed on scheduling, influencing skills and risk, so three correlating case studies would be built or sourced. All of the aforementioned approaches would reflect our standard approach to customization defined in this document.

The program delivers on a targeted, optimum learning model based on personalized service and customization provided by Advanced Management Services, Inc. It focuses on individual professional development while pursuing collective accountability as a team. This approach is modeled around a typical MBA program. The design of CBLE will allow you to spread the program further into the organization as it grows. In fact, the case studies and customized materials may be able to be adapted and used in different applications throughout the organization.



The model takes into consideration the following elements:

1. Facilitator Expertise

Our consulting and training programs are developed and delivered by highly qualified individuals with proven expertise and practical experience. Our entire team participates in continuous learning to provide clients with cutting edge information. The Advanced Management Services, Inc. team of project consultants holds various advanced academic and professional accreditations, are published authors, presenters and recognized leaders in their specific area of expertise.

The experience of our facilitators is second to none. Senior consultants bring real world experience to the classroom. Through the evocative use of examples, our facilitators are able to draw references to actual scenarios that the participants have either faced or are likely to encounter in their project management careers. We encourage our students to bring examples of real project challenges they face to class, as our experience has shown that robust discussion around these topics heightens the learning experience.

2. Program Development

Program development/customization is available in three distinct levels. This customization allows us to get to know your organization and target the program delivery to highlight the areas most in need. Also, the ability to facilitate focused discussion among the group regarding company specific project challenges often results in an internal initiative to improve the project management process. Based on your requirements, this course can be customized in one of three ways:

Level One: Advanced Management Services, Inc. will conduct several telephone interviews with management and project managers. The purpose of these interviews will be to gather data on current practices and challenges in your company relevant to the training course content. This information will be translated back into the facilitation of the program by verbal delivery. The instructor will reference your specific company projects and challenges in his/her delivery of the materials. No material will be customized. This level is not conducive to the case study model we describe here.

Level Two: Advanced Management Services, Inc. will meet on-site with several of your managers and participants. The purpose of these meetings will be to gather data on current practices and challenges in your company relevant to the training course content. In addition, we will review documentation on existing practices that are being used internally. This information will be translated back into the facilitation of the program by verbal delivery. Case studies used during the program will be industry related. Any tools or processes used internally can be referenced during facilitation and integrated into the workbook text at your request. The instructor will reference specific company scenarios and challenges in his/her delivery of the materials. The industry specific case study and your company's specific practices, tools/forms will be integrated into the materials.

Level Three: Advanced Management Services, Inc. will meet on-site with several of your managers and project managers. The purpose of these meetings will be to gather data on current practices and challenges in your company relevant to the training course content. In addition, we will review documentation on existing practices that are being used internally. This information will be translated back into the facilitation of the program via the customization of both the delivery and the course materials. Case studies used during the program will be company specific. Any tools or processes used internally can be referenced during facilitation and integrated into the workbook text at your request. The instructor will reference specific projects and challenges in his/her delivery of the materials. The workbook, slides, case study

and delivery will be customized and your specific organization's practices, tools/forms will be integrated into the materials.

3. Case Studies

Case studies can be integrated into the program in one of two ways:

Industry Specific Related Cases

Industry specific case studies can be integrated into the program based on different scenarios. These case studies are selected based on the needs stated by the client and the learning objectives of the program. Depending on the level of customization selected, the case(s) utilized may be existing Advanced Management Services, Inc. case studies or industry related cases obtained from leading business/IT publishers such as Harvard Business Review, Wylie & Sons, McGraw Hill, and others. Integration of relevant case studies is used when appropriate to supplement the learning objectives. We generally use industry specific case studies to review a group of modules and draw parallels to typical challenges which may exist in one particular industry.

Alternatively, some clients choose to have a case study developed based on a real or fictional scenario in their organization. In this case, we will work with you to determine the most relevant situation to highlight. The case study may be based on a particular success story, or failure. The strength in this type of approach lies in the fact that all the participants can relate to it from a language, experience and cultural standpoint.

4. Exercises

Exercises and opportunities for hands-on work are key components of our programs. Depending on the format selected, our courses are usually composed of 50% or less lecture. The remaining course time is comprised of work that allows the students to utilize the concepts presented in the course, share ideas, challenge the content and pose questions to the instructor. We believe this format creates a dynamic learning experience for the student that allows them to learn by doing.

Short exercises interspersed throughout the program to recap the modules help facilitate and reinforce learning by offering the participants an opportunity to practice what they have learned, both individually and in teams. In a typical Project Planning, Scheduling and Control course, participants may create a Project Overview Statement, build a work breakdown structure, estimate time against a given set of tasks, develop a risk mitigation plan and/or create a network diagram and critical path schedule.

5. Checklists, Tools and Templates

We take great pride in the course materials created for clients. These workbooks, often in excess of 100 pages, are designed to be used during the course, and also serve as a reference guide long after the course is complete. Narrative in format, our workbooks contain detailed explanations of the topics covered, as well as forms, checklists, tools and templates that the participant can utilize in practical application. Many of these templates are industry specific, and are included in the workbook based on needs expressed during development/customization interviews. We also include a section on further recommended reading, so the participant has an immediate reference point for continuous learning.

AMS can customize any best practice to fit your organizational needs.

See next page for model.

Advanced Management Services, Inc. Case-Based Learning Experience (CBLE)

