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STRENGTHENING NEW AND EXISTING LEADERS

Customer Challenge:

Lack of transparency in an agency’s leadership, resulting in high levels of lawsuits and the absence of a clear succession plan

An agency contacted the Office of Personnel Management’s Custom Solutions Team to help stop the flow of lawsuits and EEO complaints stemming from lapses in its leadership culture. The agency’s aging workforce also made it urgent for a succession plan to be put in place.

OPM’s Solution:

A custom program targeted toward identifying and strengthening leadership-track employees

The OPM Custom Solutions Team combined a thorough needs assessment with extensive agency input to design a leadership- and team-building curriculum consisting of:

- Two weeks of course work
- One team project and one individual project
- A week of final presentations

OPM designed this highly customized program to the agency’s unique culture and needs, strengthening existing leadership competencies and clearly identifying the agency’s next generation of leaders.

Result:

A noticeable drop in lawsuits—and orders for more classes

With help from OPM’s Custom Solutions experts, the agency was able to reduce lawsuits and EEO complaints while building resources for leadership succession. The agency was so pleased with the results that it contracted with OPM for substantially more custom training

One agency official wrote: “Without this training, [our agency] would have suffered because the leaders would have remained ‘same-based.’ It all translated into fewer EEO complaints, happier employees and more prepared leaders.”

