



Instructor-Led Training



ICF International takes pride in its talented and experienced staff of instructors and facilitators. While all ICF instructor-led classes, workshops, seminars, and train-the-trainer sessions are developed using sound ISD and adult learning principles, ICF instructors don't stop there.

ICF instructors tap the experience of ICF's impressive cadre of technical experts—in areas ranging from regulatory compliance to homeland security, energy efficiency, emergency response, environmental and transportation issues, management and leadership development, and more—to ensure that all instructional materials are accurate, thorough, and up to date. They immerse themselves in the mission, vision, and culture of the client organization to ensure that the approach they use in the classroom aligns with organizational objectives. And ICF instructors and facilitators research the needs and values of their audience so that they know what it takes to get and hold attention in the classroom, from simulations and scenario-driven exercises to facilitated discussion and debate.

The result: highly effective, interactive experiences giving participants knowledge, skills, and insights that translate into improved performance on the job.

Classroom Training



Blended Learning



Exercises and Simulation



Meeting Facilitation



Proven Methodology

ICF uses a performance-based methodology for training design and development. Working with our clients, we first review job descriptions and intended audience duties, prepare a formal needs assessment, and establish desired outcomes. We

then identify lesson objectives and prepare lesson plans, course materials, final examinations, and course evaluation forms. During and following course delivery, we review student comments, monitor evaluations, and evaluate course test answers to ensure that the course meets stated objectives. ICF routinely updates courses to keep them current, revising them frequently enough so that a student who attends the same course annually will likely never see the same materials twice.

Featured Solutions

Environmental Compliance Training. For the Environmental Protection Department (EPD) of the Lawrence Livermore National Laboratory (LLNL), ICF is currently assisting in the design, development, and delivery of technical environmental compliance training. The LLNL courses are designed to meet regulatory and DOE requirements and best management practices for a wide variety of waste-related issues. These courses cover technical job-specific topics for LLNL staff at all levels who handle hazardous waste. In total, ICF has designed and developed 18 courses for LLNL, delivering them over 450 times. Employing performance-based training (PBT) methods as described in DOE's Training Accreditation Program (TAP) for each of these courses, ICF first conducts an assessment of the target audience and its training needs. ICF then identifies lesson objectives, prepares lesson plans, and develops course materials, final examinations, course evaluation forms, and other student materials. Courses range in duration from four hours to 24 hours.

Featured Solutions (continued)

Leadership and Management Development Training Program.

For the Defense Finance and Accounting Service (DFAS), ICF designed, developed, delivered, and evaluated a leadership and management development program to prepare future DFAS leaders and improve overall skills. ICF tailored 14 courses to the needs of DFAS supervisors, managers, and executives. Courses included performance measurement, management development, organizational leadership, strategic leadership for executives, and strategic communication. The courses met specific DFAS leadership qualification standards and competency requirements, enabling employees to apply newly acquired skills to DFAS projects. ICF delivered more than 100 offerings of the 14 courses in three years.

Design and Development of Instructor-Led Training, Center for Medicare and Medicaid Services.

The Center for Medicare and Medicaid Services (CMS) is undergoing a major transformation in response to the Medicare Modernization Act, which is changing how services are provided to elderly and low-income Americans. In response, CMS must significantly change its strategies, business processes, core values, and behaviors. CMS already developed four courses in their Dimensions of Leadership program to help non-managers function in a more integrated way. CMS asked ICF to develop a fifth course, "Producing Results," as the final portion of their overall curriculum. The course focused on several topics including systems thinking, working across teams, and fostering individual and organizational accountability. The project involved developing instructor and participant manuals, conducting a train-the-trainer session, attending a pilot delivery of the course, and modifying the final course based on the pilot.

Blended Learning Solution for Federal Student Aid (FSA), Department of Education. FSA employees were asked to manage a growing workload and operate in an increasingly customer-oriented environment. To prepare for these challenges, ICF designed, developed, and delivered a training program for FSA supervisors. ICF designed a media-rich curriculum including peer discussion, interactive Web-based tools, experiential exercises, communities of practice, and more. ICF also created a strategy to evaluate the learning transfer and organizational impact of the sessions.

Meeting Facilitation. ICF experts make meetings, conferences, and offsite retreats opportunities for learning, discussion, and consensus-building while ensuring they are engaging and productive. ICF handles all meeting logistics—venue selection, travel arrangements, accommodations, meals, and outside activities. For example, Union County, New Jersey, recently hosted a summit of over 300 workforce development and economic development professionals. ICF developed and facilitated the two-day summit and created interactive case studies highlighting both problems and opportunities for better collaboration between the two groups. As a result, the county developed a strategy allowing the groups to work together, fostering economic development and increased employment in the county.

Simulations/Tabletop Exercises. ICF training experts, working with ICF Homeland Security, Defense, and Environmental consultants, develop scenario-based training for Federal, state, and local governments. These projects help communities establish procedures and techniques to respond to natural or manmade disasters. Examples include:

- **State Terrorism Exercises.** ICF designs customized single- and multi-jurisdictional tabletop, functional, and full-scale exercises. Recent clients include Colorado, District of Columbia, Florida, Iowa, Massachusetts, Nebraska, and Tennessee.
- **CBRNE/WMD Exercises for State and Local Governments.** ICF supported the DHS Office for State and Local Government Coordination and Preparedness (OSLGCP) in the development and delivery of its national exercise program to prepare State and local governments for chemical, nuclear, biological, radiological, or explosive WMD incidents.
- **Agroterrorism and Agricultural Emergency Exercises.** ICF developed and conducted tabletop and functional exercises to prepare Nebraska counties to respond to outbreaks of foot and mouth disease caused by acts of agroterrorism.

Automated Contract Management System (ACMS) User Training Course.

ICF worked with the Joint Chiefs of Staff Comptroller's Office to develop instructor-led training materials on new proprietary procurement software system, the Automated Contract Management System (ACMS). ICF developed instructor and student materials, including multiple hands-on exercises simulating the creation of different types of acquisition packages in an ACMS environment. In addition, ICF developed a comprehensive desk-side Reference Guide with instructions on building various types of acquisition packages in ACMS.

About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program lifecycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is www.icfi.com.

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