

Case Study 9: Failure is Not a Option

Who:

High-tech defense contractor L-3 Communications

Situation:

Synergy's program management work with L-3 Communications has been recognized by the editors of Human Resource Executive Magazine as a "Best HR Idea for 2009." Called "Failure is Not an Option," this program accelerates the professional development of L-3's program managers all over the US.



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Solution:

In announcing the award, the editors said,

“Leave it to high-tech defense contractor L-3 Communications to spice up training.

When company organizers wanted to provide essential management training to more than 150 program managers throughout the world, did they seat them all in a darkened room, throw stacks of notes at them and ask them to sit through hours of lectures? No ...

L-3 Communications developed a curriculum for its program managers at 24 site locations that blended Web 2.0 technology and hour-long learning modules, archived online for reference anytime.

Each learning module was followed by an assignment, to be completed and submitted to an e-coach, who provided personalized support and encouraged participants to stretch their capabilities. Each session that the participants successfully finished earned them a "Certificate of Mastery" ...

We like the way L-3 has blended technology with personalized coaching and easily accessible training material. L-3 Communications is blazing new trails in management training."



Result:

Synergy developed and delivered all of the material for the program. The program worked so well that L-3 created a new Program Management Steering committee to build on its 2008 training initiative. Synergy is developing and delivering all of the material for this new program, too.