

# U.S. Army

## CASE STUDY

### CUSTOMIZED, ONSITE GROUP TRAINING

#### COMPANY

The U.S. Army Armament Research, Development, and Engineering Center (ARDEC) is the US Army's primary research and development arm for armament and munitions systems.

#### INDUSTRY

Government and Military

#### SIZE

There is no other comprehensive armaments facility like it in the country. Picatinny Arsenal is a one-of-a-kind facility that provides virtually all of the lethal mechanisms used in Army weapon systems and other military services. The Arsenal's mission is to support Army transformation goals. In an effort to streamline the acquisition process and deliver the armaments that soldiers need for safety efficiently and economically, Picatinny Arsenal has established increasingly close partnerships with universities and industry partners, involving them in collaborative efforts early in the research and development process.

#### PROBLEM

ARDEC employees are primarily engineers and scientists, as well as administrative personnel who support armament research, development, and testing. The research and testing and production cycle is long, very cross-functional, and requires meticulous documentation and reporting. Accurate and clear documentation along the entire research and production cycle is literally a matter of life and death.

ARDEC wanted an ongoing, in depth onsite training program that would enable employees to write very complex information clearly, in a way that both technical and non-technical audiences could understand. Employee writing needed to match the ethos of excellence of the U.S. Army.

### HIGHLIGHTS

# 98%

Participants would recommend this course to their professional colleagues.

# 100%

Participants found the instructor had a command of the subject material.

# 4.8

On a scale of 1-5, participants felt the course was a worthwhile investment of time & money.



## SOLUTION

Instructional Solutions developed a three-day, in depth, customized business writing workshop for ARDEC that runs three times a year for employees to opt in.

### Key goals in the training were:

- Convey complicated technical information to non-technical readers
- Organize and sequence information clearly
- Write with professionalism and proper tone
- Eliminate bloat

The course addresses the optimal business writing process, how to map information, how to write more efficiently and accurately, craft an executive summary statement, use persuasive techniques appropriately, and correct all syntax errors in email, reports, memos and all ARDEC documents.

The course included instruction, group and individual exercises, writing and feedback opportunities, job aids, and review of actual documents.

## EVALUATION HIGHLIGHTS

On a scale of one to five, with one ranked as "low" and five ranked as "high," the summary scores were:

- ▶ Overall: Course was a worthwhile investment of my time & my organization's training dollars = 4.8
- ▶ This course should be included in future Training Schedules = 4.9
- ▶ I would recommend this course to my professional colleagues = 4.9
- ▶ The instructor seemed prepared, organized for the course = 4.9
- ▶ The instructor had a command of the subject material = 5.0

*Effective + passionate instructor.  
Highly recommend to colleagues*

*Overall a great course. Teacher was professional yet enthusiastic. I'm glad I took this.*

*If I had an instructor in college as effective and lively as Mary, I would have an English degree.*

[Click here for full evaluation.](#)