

CASE STUDY: U.S. Food and Drug Administration (FDA)



CHALLENGE

FDA's Center for Drug Evaluation and Research (CDER) evaluates the safety profiles of drugs available to the US market throughout the lifecycle of the drug. The CDER Office of Surveillance and Epidemiology, (OSE) required customized training to assist the organization's staff, management, and leadership in the implementation process, and to improve the organization's chances for a successful transition, by enhancing the communication, management, and conflict resolution skills of its highly-qualified, expert scientific staff.

SOLUTION

Knowledge Advantage, Inc. (KAI) provided management and leadership development, executive coaching for new OSE managers and supervisors dealing with new employees, roles and responsibilities, reporting and multilateral relationships, and expanding workload and organizational components. KAI also taught OSE managers and team leaders tools and skills to improve communication and collaboration, and to develop the potential of employees under their supervision. Participants learned conflict resolution and team-building tools and skills that assisted assist their transition to their new roles. In addition, KAI delivered executive coaching to team leaders, senior managers, and executives.

RESULTS

KAI collaborated with OSE executives, managers, and staff to develop realistic SMART goals for measurable outcomes. In addition, the team-building skills taught by KAI helped create a more cohesive, adaptive, and coherent organizational unit during the transformation process. OSE divisions that participated in the program reported immediate improvements in group morale and stronger interpersonal relationships.