Arlington, Va United States **Series: 1712** Pay Plan: GG **Grade:** 12

This is a time-limited appointment

or temporary promotion

**FSN training Coordinator** (This is a federal job)

**Supervisor:** Caryn Danz (20263294120

**Okay to contact this supervisor;** Yes

Managed give international education courses and eighteen English writing distance learning courses per year for Foreign Service National/Locally Employed staff working for the Public Affairs Section at U.S. Missions overseas. Each classroom course consisted of two weeks of training and professional development events in Washington, DC and two other locations in the U.S. Each distance learning course was a multi-week designed to improve writing skills for non-native English speaking staff.

Primary responsibilities included:

∙ Ensuring that the curriculum, the design of courses, and the training methodologies chosen for courses reflect and utilize state-of-the-art educational and training concepts and tools, while accounting for cross-cultural differences between instructor and students.

∙ Designing courses, curriculum, and modules for multi-day Public Diplomacy Tradecraft training and professional development courses.

∙ Identifying and working with local organizations to develop curriculum and course modules for the out-of-Washington portion of the class, making sure it was aligned with course goals, as well as providing experiential learning opportunities for the students where appropriate.

∙ Writing course materials, student resources and training aids, in support of classroom activities, and facilitated learning technology such as listserv, Share Point, and to a lesser degree social media.

∙ Evaluating training effectiveness and conduct needs assessments to establish appropriate goals and objective for existing courses and course modules; also to determine needs for additional courses.

∙ Facilitating class discussions, meeting and training group activities.

∙ Managing administrative and logistics of the program, from selection of students to post-course follow up.

∙ Actively collaborating and contributing to the effective teamwork of the three-person FSN Training team with responsibility for brining over 100 FSNs per year to Washington, DC for training.

∙Assisting in the coordination of the global Public Diplomacy Grants training program.

Major accomplishments:

∙ Reduced cost of core training courses, in order to add one fully-funded class, increasing the number of student a year from 100 to 120. This was accomplished by initiating an evaluation of travel and per diem costs, and the needs of students against State’s strategic goals. By determining cost efficient travel itineraries and streamlining course content, the Division reduced the training from 3 to 2 weeks, thereby operating the entire program under budget, and freeing resources for an additional fully funded course each year.

∙ Streamlined the administrative process for the Online Writing Lab (OWL) program. As the sole person with oversight of this program, I was able to develop tools and processes that reduced the administrative burden, while also making it easier to track student progress and completion statistics.

∙ Coordinated the development of a regional training initiative to conduct training overseas to meet demand established by regional Public Diplomacy offices. Worked with the regional PD offices to determine training needs; develop course content; negotiate funding arrangements; and create a yearly schedule of regional training offerings. The result was the creation of approximately 30 new courses for Public Diplomacy LE/FSN staff worldwide, making training more accessible and cost effective.

Not from 9/2005 to 3/2007 performed same tasks as a contractor for GAP Solutions, Inc.