

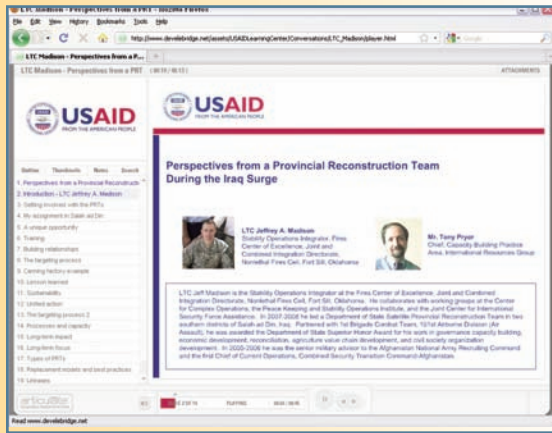


an IBM company

International Resources Group

Knowledge & Learning Management

For over 30 years, **International Resources Group (IRG)** has provided knowledge and learning management solutions based on proven adult learning principles and collaborative design, advancing staff performance and results at international development organizations and government agencies. IRG's focus on facilitating peer-to-peer exchange, enabling the capture and reinvestment of learned knowledge, and making judicious use of information technology to support clear knowledge and learning objectives have produced tangible benefits for public sector entities. IRG is a leader in developing knowledge and learning management approaches that support development programs.



Key Impacts

Agriculture and Food Security

As part of the Agency's Food Security Initiative, IRG in conjunction with partner QED, is developing tools and approaches for sharing knowledge and expertise among those field missions implementing major food security initiatives. The team is also helping field missions get the answers they need, when they need them.

Civil-Military

IRG designs and delivers a wide array of integrated, multi-disciplinary training programs and support services for U.S. agencies, departments and individuals who are deploying to high threat environments, critical priority countries, and fragile or failing states. These programs range from short one-day courses to extended curricula, and are designed to help those deployed to learn and adapt more quickly.

Government Capacity Building

With over 100 courses delivered annually throughout the world, IRG is the Agency's premier training provider. The PPMT contract provides training to every professional USAID employee at USAID and all its core work process courses, including the only certification course for COTRs. With its partners, IRG also provide the secretariat function for the Training Quality Assurance Council (TQAC), a high-level body responsible for improving the quality and relevance of training for USAID staff.

Microenterprise Development

IRG has supported the Office of Microenterprise Development for over seven years in developing USAID's premier knowledge management program. Adopted by many USAID technical offices in Washington, and a winner of the annual KM-Conference for Innovative Government KM Programs most prestigious award, the Knowledge-Driven Microenterprise Development (KDMD) program develops knowledge

Training

IRG implements the **Program and Project Management Training (PPMT)** program, United States Agency for International Development (USAID)'s flagship program for training all project, technical and program personnel, both in Washington and at missions around the world. IRG's expert team provides timely and appropriate skills-based training, using extensive knowledge and learning management techniques to support numerous and recurring instructor-led training courses. These courses are delivered in online modules and blended learning programs across five Bureaus and the Office of Human Resources.

To supplement training facilities available at USAID headquarters, IRG recently opened its own state-of-the-art training facility at its Washington, DC headquarters. It is specifically designed to support any of PPMT's core offerings, and is particularly suited for blended learning solutions, including the link to online materials, video and audio-taped interviews. It easily and efficiently supports overseas participation. This facility is available for use by any US government entity.

management and adult learning services that positively impact microenterprises and vulnerable populations.

For more information, please contact us at learningcenterteam@irgltd.com.



USAID
FROM THE AMERICAN PEOPLE

Using the USAID Learning iPod

The USAID Learning iPod has many potential uses to assist you with your training. The main learning material on the iPod is in the form of video and audio presentations, including interviews with key staff, training presentations, and technical videos and presentations.

Home Screen: When you turn on the unit, it usually goes to the "home screen" showing square icons for various iPod functions. If the iPod was turned off in the middle of a function, it may return to that spot. **To return to the Home Screen at any time, press the large round button below the iPod's screen.** To control the iPod, press on the buttons on the iPod's screens. On some screens, you can scroll vertically by "swiping" upwards or downwards with your finger across the glass.

	Videos	Contains videos and audiovisual presentations. The primary area of content on the iPod. Collections include series on working in high-threat environments, interviews with Field Program Officers, interviews with key staff, and more.
	Music	For audio-only content, like audio podcasts. You must go into Music>Podcasts. <i>NOTE: The iPod places video content in this section as well, so you must look among the video series in this area to find the audio-only podcasts.</i>
	Safari	A Web browser for surfing the Internet, when you are connected to a WiFi Internet signal.
	USAID iPods	A website of support and materials related to these USAID iPods. This also requires a connection to a Wifi signal. Use this area to submit your feedback and ideas.

USAID iPods

Innovative Approaches

While IRG offers many classroom-based courses, a blended approach is often optimal for adult learners who require job-specific learning under time constraints. IRG offers continuous learning that is refreshed and continually practiced. For example:

- Competency-based learning and training approaches:** IRG is responsible for the only certification course required of USAID staff, and has developed an innovative approach for updating courses and learning on an as-needed basis. Coupled with a new Agency-wide focus on competencies, IRG is assisting USAID in reviewing all Agency courses, and developing approaches for integrating knowledge sharing and course material.
- Mobile Learning:** IRG offers iPods to those USAID staff deployed to Afghanistan so they may learn at their own pace and continue training en route as well as in areas where bandwidth and other internet security concerns preclude other learning opportunities.
- Vignettes:** IRG has developed two avatar-based, computer graphic vignettes that depict a fictitious USAID Field Program Officer and Contracting Officer's Technical Representative in Afghanistan as they encounter challenges impacting decision-making regarding the implementation of a USAID road program.
- Voice Over PowerPoint:** IRG developed audio slideshows on a wide spectrum of topics that present information in a form that is both highly relevant and easily digestible.
- Asynchronous online discussions:** Online discussion tools, moderated by a subject matter expert over the course of several days, allows practitioners from all regions to share and learn from each other's experience. When finished, there is a deliverable product and an enduring FAQ to provide sustained assistance.
- Frequently Asked Questions (FAQs):** The FAQ is a living document that is continually updated and refined with feedback from end users and subject matter experts. It is categorized by topic area, easily searchable, and as it evolves, becomes a feedback loop between those who developed the policy/guidance and the end user.
- Online Guidance Hotline:** The online "help desk" provides site users a means of submitting questions to the relevant authority and receiving a conclusive answer, quickly.