

CASE STUDY 47QRAA18D00D2

Client: The National Archives and Records Administration (NARA)

Contractor: Topsarge Business Solutions (TBS)

Program Focus: Coaching and Consulting Services



TEAM/GROUP COACHING FOR NARA

OBJECTIVE

The National Archives and Records Administration's (NARA) Office of Human Capital sought a trusted external coaching provider to supply professional, certified coaches with Level 1 or Level 2 accreditation from the International Coaching Federation (ICF). Topsarge Business Solutions (TBS) was chosen to meet this need. The primary goals of the initiative were to enhance individual potential and professional effectiveness, improve organizational performance, increase employee engagement and productivity, strengthen alignment with mission objectives, and foster creativity, learning, and workplace relationships.

SCOPE OF WORK

The target audience included 45 internal employees divided into three cohort groups of 15 participants each. Employees remained with their assigned cohort for the entirety of the 16-week coaching program. Coaching delivery consisted of a total of three sessions per group, with bi-weekly virtual meetings over three months. Sessions utilized Section 508-compliant teleconferencing tools to ensure accessibility for all participants. Group coaching sessions were structured to align with participant and organizational needs. All coaching sessions were conducted in a confidential environment to foster trust and open communication. Schedules were designed collaboratively between the coach and agency stakeholders to maximize engagement and flexibility. Deliverables included comprehensive coaching services aligned with the scope and objectives and the submission of all required materials and reports to NARA's Contracting Officer's Representative (COR).

CHALLENGES

TBS faced the challenge of cohort engagement, which was addressed by leveraging interactive methodologies to maintain participant engagement and foster meaningful discussions. Scheduling flexibility was another challenge that was met by accommodating diverse schedules while ensuring bi-weekly consistency for all three cohorts. Virtual delivery was effectively managed by utilizing compliant teleconferencing platforms to create an interactive and inclusive virtual coaching environment.

CONCLUSION

The successful completion of this contract underscores TBS's ability to deliver customized, impactful team coaching services that align with federal agency goals. This case study demonstrates our expertise in designing and executing group coaching programs tailored to client needs, utilizing virtual platforms to effectively deliver high-quality services, and enhancing employee development while fostering a culture of engagement and collaboration. Future government contractors can rely on TBS for innovative coaching solutions that support workforce development and mission achievement.

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