



Battle Command Training Center Training Development Cell Mission Statement



Training Development Cell Vision

- **BCTC Training Development Cell is the premier, army wide developer of Individual and Collective Tasks, Lessons, and Soldier Training Guides for the various Army Battle Command Systems (ABCS).**

Motto: Developing the best for the Army.



Training Development Cell Purpose

Training Development Cell purpose is to...

- **Provide a unique combination of ABCS task and lesson development to our clients using our focused, highly trained employees that have over 40 years of experience in training personnel.**
- **Provide continual quality service to meet our clients' changing training needs due to changing situations and ABCS software upgrades.**
- **Provide quality training development service at a fair compensation by establishing a mutually agreed upon fees or compensation with the client.**
- **Provide the environment of trust that facilitates long term business relationships with our clients, the government and our different companies (Lockheed Martin/Northrop Grumman).**

...in realistic training events and scenarios.₃



Training Development Cell Mission

- **Training Development Cell Mission is to give it's clients quality Individual and Collective Tasks and Lessons on the ABCS systems employed army wide, through it's team of empowered training developers, allowing commanders to conduct training that results in decisive maneuver on the battlefield.**



Training Development Cell

Values

Integrity – To say precisely what we mean, and to deliver what and when we promise. To be willing to raise and address difficult issues that may affect safety or performance. To forthrightly admit error and make amends when appropriate.

Honesty – To have the courage to speak the truth, and to be absolutely forthright in all cases, with our customers, co-workers, and other stakeholders

Teamwork – We encourage the involvement and reward the contribution of each employee. We value open and honest communication. We create a workplace where every employee can share a sense of ownership.



Training Development Cell

Values (cont)

- **Customer** – Customer satisfaction is essential. We will deliver superior value to our customers. We will provide the customer the best products available, one that exceeds their expectations. We exist for the customer.
- **Performance Driven** – Don't settle for the standard. Exceed the standard. We grow and prosper by serving the needs of our customers better than our competitors, while effectively controlling costs.
- **Quality** - Quality is important in everything we do. Everything we do for the customer will be correct the first time. This includes all outgoing products to our attitudes and dispositions.

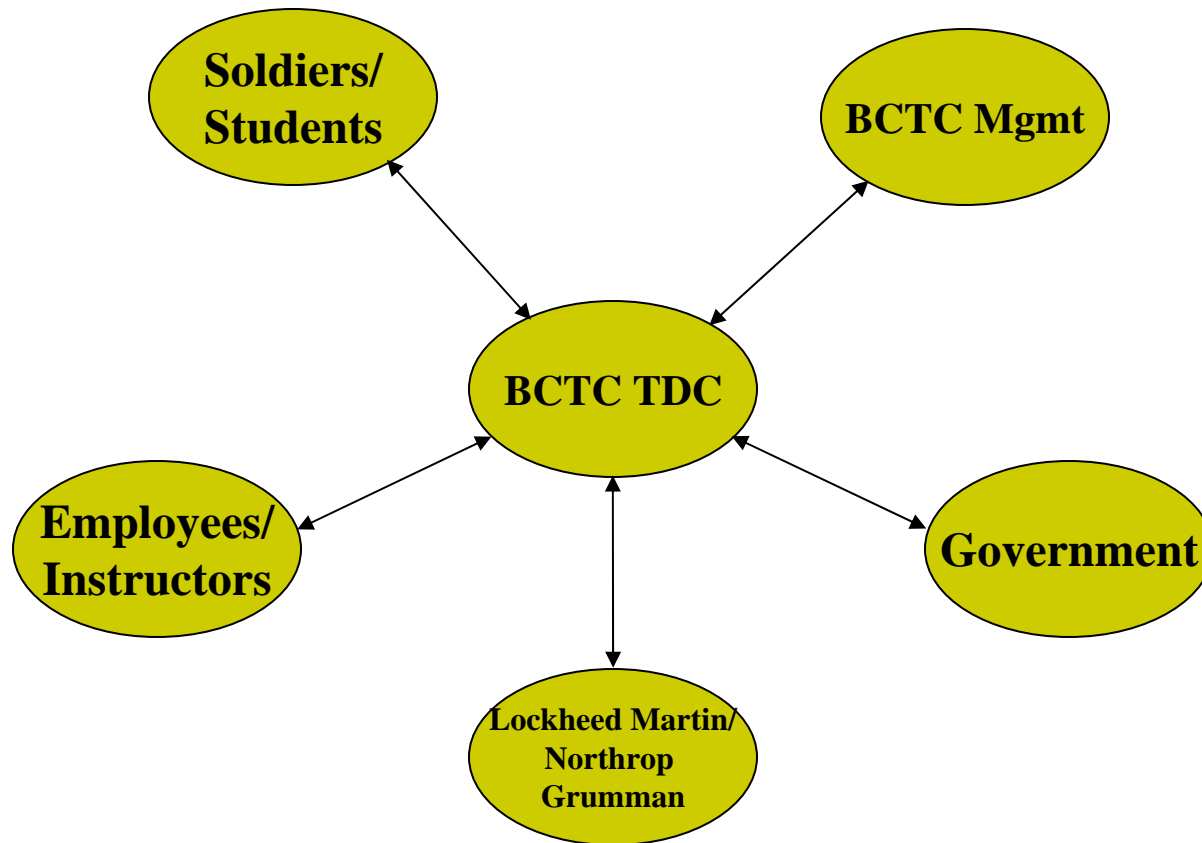


Training Development Cell

Values (cont)

- **Trust** – To recognize our position as stewards of our customers’ businesses. To place the best of our thinking, energies and abilities into supporting customer enterprises and needs. We place confidence in our fellow employees that they will put forth the best effort.
- **Respect** – To value differences as well as similarities in all of our customers, co-workers, and stakeholders. To treat everyone in the organization as valued members of the team.

BCTC Training Development Cell Stakeholder Map





Training Development Cell

Stakeholders/Power/Importance

High Power/High Importance

BCTC Mgmt
Employees
Government

High Power/Low Importance

Lockheed Martin /
Northrop Grumman

Low Power/Low Importance

Low Power/High Importance

Soldiers/Students



Training Development Cell

Stakeholder Effectiveness Criteria

- **Government** – Quality products that are low cost and meet the needs of training the soldier to use the Army Battle Command Systems (ABCS) in their wartime mission.
- **Employees/Instructors** – A safe work environment that encourages teamwork, respect, honesty, integrity and innovative thinking. Well thought out lessons for use in instruction of their assigned courses.
- **BCTC Management** – Task/Lessons developed to meet the customers needs. Quality work. Meet the assigned suspense for task and lesson completion.



Training Development Cell

Stakeholder Effectiveness Criteria (cont)

- **Lockheed Martin/Northrop Grumman – Conduct business in an ethical and legal manner. Providing a product that builds on the companies reputations.**
- **Students/Soldiers – Interesting training and knowledgeable instructors that provide training to them to accomplish their wartime mission. Complete resources providing information so they can train their subordinates in an individual and collective task**



Training Development Cell Issues

BCTC Management

- **Failure to meet assigned suspense.**

Employees/Instructors

- **Poorly written lesson plans that do not follow software flow.**
- **Negative Attitudes.**
- **Unknown class make-up of the skill level of students being trained**
- **Class scheduling conflicts within the resources available for training**
- **Continuing Software updates and patches.**

Government

- **Pricing of products and services.**
- **Equipment needs for new required training.**
- **Class scheduling conflicts within the time available for training (Training Calendar Conflicts).**
- **Unknown class sizes, determining training resources needed.**

Lockheed Martin Northrop Grumman

- **Not meeting customers needs.**
- **Pricing of products and services.**

Students/Soldiers

- **Not enough hands on training with system.**
- **Extended time between training and system use.**
- **Accessibility to lessons and task they wish to train.**



Conclusion

*Questions or
Comments?*