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SUMMARY

Tetra Tech, a US government contractor, needed a project management trainer to deliver Project Management Professional (PMP)® training to employees of the United States Agency for International Development (USAID) in Kabul, Afghanistan. RefineM partnered with Mukund Toro, an independent trainer from Bangalore, India, to deliver the training. Over 50 students participated in two separate 4-day training events in July 2016.

CHALLENGES

The location and scale of the training event was a considerable challenge for the RefineM team. Having to coordinate the training across American, Indian, and Afghan time zones was difficult, as was acquiring and shipping materials for 50 participants to Kabul. Additionally, the students' skill levels and prior experience with project management varied greatly, and the training had to provide value to all of them.

SOLUTION

RefineM worked diligently to ensure that the USAID employees received a high-quality training event, despite the obstacles introduced by the location of the training. The RefineM consultant communicated regularly with the employees and Mukund to ensure all necessary prep work was completed before the training began. leveraged contacts In addition, RefineM was able to deliver an effective training program by collaborating with Mukund, an international trainer with expertise in PMP Exam Prep and experience training students with varying skill level and prior knowledge.

OUTCOME

All 50 USAID employees completed the training and feedback was highly positive. One participant called the training "very important for both career and professional development." Another participate wrote that the training was "very helpful for the exam and daily execution of duties."