



COURSE NUMBER

FHWA-NHI-310120

COURSE TITLE

Conducting Effective Program Reviews

This course was substantially updated in November 2017 to provide a more focused step-based approach to the program review process.

'Conducting Effective Program Reviews ' is a 2-Day Instructor-led Training (ILT) course offered by NHI, the authoritative source in transportation training.

To accomplish FHWA's Stewardship Mission, units at every level and in every program area need the expertise to (often jointly with partners) plan, design, and carry out reviews to ensure that operational processes are consistent with established standards and expectations, performing at the most effective and efficient level, and that best practices are captured and made available to units at all levels.

Building on FHWA experience and expertise gained through Program Reviews, Process Reviews, and Continuous Process Improvement Reviews, this two-day workshop provides instruction, consultation, and hands-on assistance in the methodology and tools for conducting program reviews that get results.

The course is organized around seven main lessons, which follow the seven steps of the program review process:

1) Establish Objectives, 2) Plan the Review, 3) Collect Data, 4) Analyze Data, 5) Develop Observations and Recommendations, 6) Write the Report and Communicate Results, and 7) Monitor Implementation of Recommendations.

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This course combines instructor presentation with group discussions and group activities. Participants take a written assessment at the end of the course.

Participants will take home a participant workbook containing ample background notes, plus the "Program Review Process Primer," which recaps the main points of each review process step.

To enroll in this Instructor-led Training course, click the 'View Sessions' button and click 'Add To Cart' next to your session choice. If there are no upcoming sessions, click 'Sign Up for Session Alerts.'

Any organization can host this course. To host this course and bring training to your organization, click the 'Host this Course' button.

OUTCOMES

Upon completion of the course, participants will be able to:

- Discuss the purpose of program reviews
- Develop a Charter, including review objectives
- Develop a Review Plan, including the steps for data collection
- Collect and document the appropriate review data
- Select and employ data analysis tools to interpret and present review data
- Develop an effective observation and link it to an objective and recommendation
- Write a program Review Report and conduct an effective close-out meeting
- Use the Review Response Tracker to monitor the implementation of recommendations

TARGET AUDIENCE

The target audience for this Instructor-led Training course includes FHWA staff who participate in and/or lead program or process reviews. As such, the target staff will primarily come from the division offices, but may include staff from FHWA headquarters, State DOTs, or the Resource Centers (RC).

TRAINING LEVEL: Basic

FEE: 2021: \$225 Per Person; 2022: N/A

LENGTH: 2 DAYS (CEU: 1.3 UNITS)

CLASS SIZE: MINIMUM: 20; MAXIMUM: 30

NHI Customer Service: (877) 558-6873 • nhicustomerservice@dot.gov