

# Project & Program Management Performance Accelerator - Frequently Asked Questions

## How is this different from project & program management training courses?

Unlike training courses, the Project & Program Management Performance Accelerator provides a personalized development experience through one-on-one sessions with a subject matter expert, tailored to your specific goals.

You'll also benefit from flexible scheduling over a 12-month period, making it easy to integrate sessions into your professional responsibilities.

## Who attends?

No matter your role or career stage, these high-impact sessions offer essential guidance and practical solutions to help you navigate challenges, strengthen decision-making, and maximize your impact. Designed for federal professionals responsible for delivering essential and compliance-driven initiatives, this specialized program provides the expertise, strategies, and insights needed to achieve mission success.

## Participants include:

- **Program and Project Managers (GS-0340, GS-09 to GS-15)** – Oversee large-scale initiatives, manage project lifecycles, and ensure alignment with statutory and regulatory requirements.
- **Contracting Officers & Acquisition Professionals (GS-1102, GS-09 to GS-15)** – Navigate federal procurement, streamline acquisition strategies, and maintain compliance with government regulations.
- **Analysts & Portfolio Managers (GS-0301, GS-12 to GS-15)** – Analyze, develop, and implement policies that shape agency programs and align with legislative mandates.
- **Operations & Performance Management Specialists (GS-0343, GS-11 to GS-15)** – Optimize program execution, enhance operational efficiency, and drive mission-aligned results.
- **Federal Leaders & Executives (Supervisory GS-15 and SES)** – Lead mission-critical programs, improve organizational effectiveness, and drive regulatory-compliant initiatives across federal agencies.

Whether you're building a foundation in project management or preparing for senior leadership, these one-on-one sessions offer personalized support to help you enhance your expertise, expand your leadership impact, and advance your federal career.

## What topics are covered in the sessions?

Each session is fully customized to your needs, allowing you to set the agenda based on the challenges and opportunities most relevant to your role. Topics may include:

- Risk management and mitigation
- Stakeholder engagement and communication
- Agile methodologies and adaptive project management
- Project governance and oversight
- Regulatory compliance and statutory requirements
- Strategic planning and performance optimization

Sessions can focus on real-time problem-solving, technical skill development, case-based learning, or scenario-based leadership exercises, ensuring you receive targeted support to help you succeed.

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## What is the typical structure of a session?

Each session follows a clear, results-oriented structure:

1. **Goal Setting:** Define the priority issues or goals for the session.
2. **Discussion & Guidance:** Your expert advisor provides insights, strategies, and real-world solutions tailored to your needs.
3. **Action Planning:** Identify specific next steps and create a personalized action plan to apply what you've learned.

## Can it be combined with training?

Yes! This offering complements project & program management training courses by providing hands-on support to apply what you've learned, address specific challenges, and refine your approach in real time. It bridges the gap between theory and practice, ensuring you can effectively implement project and program management strategies in your role.

## This seems like coaching. How is it similar and different from coaching?

Like coaching, the Project & Program Management Performance Accelerator offers a personalized, one-on-one experience to help you reach your professional goals. However, unlike traditional coaching, which focuses on leadership and personal development, this accelerator develops your technical expertise, decision-making, and problem-solving skills to deliver meaningful results.

You're matched with a subject matter expert in project & program management who provides structured guidance, actionable insights, and targeted support based on your unique challenges.

## How is it delivered?

This program is delivered virtually, offering flexible access to expert guidance and real-world strategies. Each session is one hour, and you can choose a package of three, six, or nine sessions to be completed within 12 months.

## Who will be my subject matter expert, and can I choose them?

All of our subject matter experts have extensive project & program management experience in the public sector. After completing your profile on our online platform, you'll receive a curated list of experts best suited to your goals. You can review their profiles and select the expert who aligns with your preferences and needs.

## How will I communicate with my subject matter expert?

You and your subject matter expert will decide how to meet, via Zoom, Teams, phone, or in person (if you're in the DC metro area). You'll also set a schedule that works for you and choose a preferred communication method, such as email or messaging, to stay connected between sessions.

## How long is a session?

Each session is typically one hour (60 minutes).

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## **What if my session goes over one hour? Will extra time be subtracted from my remaining sessions? What if my session ends before the full hour?**

Sessions are tracked by completion, not by minutes. If a session occasionally runs over, the additional time will not be deducted from your remaining sessions. Similarly, if a session ends early, the remaining time is not carried over. Each session is considered complete regardless of its length.

Our subject matter experts focus on helping you get the most out of every session, whether that takes the full hour or wraps up early.

## **How do I get the most out of my sessions?**

To maximize the value of your sessions:

- Engage actively and apply insights directly to your day-to-day work.
- Focus on challenges that have the biggest impact on your role.
- Use post-session action plans to reinforce learning and track progress.
- Maintain a consistent schedule to build momentum and drive results.

## **I purchased a package of sessions. How long do I have to use them?**

All sessions, regardless of the package size, must be completed within 12 months of the purchase date.

## **Is there a recommended frequency for sessions?**

Session frequency is flexible and tailored to your needs. While all sessions must be completed within 12 months, the timing is up to you and your subject matter expert. We recommend setting a consistent schedule that works best for both of you. Some clients meet every other week, while others prefer monthly sessions.

## **Will my supervisor have visibility into what is discussed in my sessions?**

Your sessions are private and confidential. Our subject matter experts adhere to the International Coaching Federation (ICF) Code of Ethics, which mandates strict confidentiality regarding all information shared during sessions. This commitment ensures a private and trusting environment for participants to engage in their learning journey.

## **What if I want to change my subject matter expert?**

Your satisfaction is important to us. After your first session, we'll check in to make sure it's a good fit. If you're not satisfied, simply contact the MC Coaching Services team. We understand the value of a strong match and will support you in making a change if needed.

## **What if I need to cancel a session?**

You may be subject to a cancellation fee based on the following guidelines:

- Sessions can be rescheduled at no charge if written notice is received at least one business day before the scheduled start time. If notice is not provided within this timeframe, the session will be forfeited.
- Sessions missed due to unforeseen emergencies may be rescheduled at no cost (limited to one [1] occurrence) at the discretion of Management Concepts.
- For additional information, please review our [Terms & Conditions](#)

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## What can I expect after I register?

The registration process is simple and begins once you purchase your session package. Here's what to expect:

1. You will receive a confirmation email from MC Coaching Services with instructions to set up your profile on our online platform.
2. After setting up your account and completing your profile, you'll receive a list of potential subject matter expert profiles to review.
3. Once you've selected your preferred expert, the MC Coaching Services team will introduce you via email.
4. You and your subject matter expert will decide how you'd like to meet (e.g., via Zoom, Teams, phone, or in-person if you're in the Washington, DC area) and schedule sessions at mutually convenient times.

## What if I want to buy additional sessions beyond those included in my package?

You can easily purchase additional sessions by selecting a new package on the [Management Concepts Website](#) or by calling **888-545-8571** for assistance.

## How do I purchase?

Session packages can be purchased the same way you purchase our other educational offerings. Payment can be made by credit card, electronic check, and EFT. We also accept government SF-182 forms and government purchase orders. Both of these will be invoiced prior to the start of the delivery of the purchased package. To submit an SF-182 or purchase order, please contact an **Account Representative at 888-545-8571**.

## How can I purchase for multiple members of my team?

You can purchase sessions for yourself or others directly through our website. For groups of more than three individuals, we recommend contacting our team for assistance. The Project & Program Management Performance Accelerator can also be customized for teams or groups, focusing on collective challenges and skills development. **For more information, call 888-545-8571.**