



U.S. Department of Justice Increases Training Satisfaction and Decreases Costs with Ninth House

CUSTOMER

United States Department of Justice

INDUSTRY

Government

ORGANIZATION SIZE

130,000+ employees

THE CHALLENGES

Employee retention and succession planning.

THE OBJECTIVES

- Deploy high-quality management training to delta the coming management gap.
- Drive the competencies and characteristics needed to build the desired federal corporate culture.

THE RESULTS

- Cost savings of over \$10 million in the first 2 years compared to the cost of traditional classroom training
- Time savings compared to the cost of traditional classroom training — six hours with Ninth House vs. 40 hours with Instructor-led Training
- Increased productivity: 64% of learners said that Ninth House courses “helped to improve my ability to do my job.”

The Department of Justice (DOJ) is comprised of many organizations — INS, U.S. Marshals Service, FBI. Throughout these groups is a mature workforce, with many top-level employees nearing retirement. Combined with the rising trend of employees leaving the DOJ and headed to other positions in the US government, two critical issues arose: planning for the succession of key management positions and retaining the talent currently working at the DOJ. Additionally, due to administration and organizational changes — such as the launch of the new Department of Homeland Security — there has been turbulent change with shuffling of federal agencies within the DOJ proper.

Compounding these challenges was the launch of the E-Gov Initiative 1 aimed at helping the government operate cost-effectively and more efficiently by leveraging technology.

With huge undertakings of embracing dynamic change, talent management, planning for succession and building corporate culture, the DOJ engaged Ninth House to assist in the planning and deployment of a solution to address these challenges.

And the results have been staggering overwhelmingly positive.

An internal DOJ study estimated that training with Ninth House saved approximately \$2,489 per person compared to the cost of traditional classroom training. That results in a savings of over \$10 million in the first 2 years alone. It is also estimated that completing Situational Leadership® II took significantly less time than completing the classroom version of the course — 6 hours vs. 40 hours — resulting in significant cost savings and earlier productivity increases. Additionally, by leveraging the pervasiveness of online learning with Ninth House, the DOJ was able to deploy high-quality management training to employees in the field who would not normally be able to attend training in-person. On an individual level, 71% of learners surveyed at the DOJ said that Ninth House courses “are equal or superior to classroom training,” 74% said that Ninth House courses “are equal or superior to other computer-based, CD-ROM, or Web-based courses,” and 64% of learners said that Ninth House courses “helped to improve my ability to do my job.”

1 —As part of the E-Gov strategy, eLearning is at the top of the president’s management agenda. For more about the E-Gov initiative, see the White House Web site: http://www.whitehouse.gov/omb/egov/about_glance.htm

Ninth House
One Beach Street
San Francisco California 94133
P (800) 824.1767 F (415) 277.8203

Ninth House, Ninth House Network and the Ninth House logo are trademarks of Ninth House, Inc. All other trademarks are the property of their respective owners. © 2005, Ninth House, Inc. All rights reserved. Printed in the USA.