



Case Stories: Training, Coaching, and Mentoring

Implementation of sound training, coaching, and mentoring methodologies allows CMS to support multiple complexity Non IT programs/projects, resulting in consistent reporting, steady collaboration, and improved decision making.

Challenge — Project Management Understanding

The Centers for Medicare and Medicaid Services (CMS) Project Management Office (PMO) leads agency-wide education and training efforts for project management. The primary repository for all CMS projects (CMS Agency Project Management System [CAPMS]) required specific processes and procedures to ensure standardized reporting across the Agency. However, data collection, integration, and reporting varied; causing multiple re-works. After a gap analysis, Edwards Performance Solutions (Edwards) discovered inconsistent project management knowledge and determined a training practice augmentation was required for all CMS employees and supporting contractors to effectively plan, track, and report on all CMS projects.

Solution — Training, Coaching, and Mentoring

As a PMI® Registered Education Provider (R.E.P.), we defined and established a training strategy to ensure each component understood and followed the PMO's processes and procedures.

Edwards revamped CMS' training by tailoring courses to meet specific gaps and knowledge requirements rather than relying on generic out-of-the-box training.

Working with the CMS leadership and stakeholders, we developed and implemented a training program (e.g., classroom, eLearning) to best enhance project management knowledge.



We tailored training using CAPMS examples, screenshots, procedures, and templates. Edwards continues to provide classroom training, mentoring, and one-on-one coaching support.

Benefit – Organized Approach

Our instructors and developers integrate first-hand CMS experience into the course design and instruction. We created a structured training program for CAPMS users as well as a CMS Certified Fellows Program for Project Management. These programs enhanced project management best practices and institutional knowledge, while encouraging consistent project management practice implementation across CMS. After taking our courses, CMS PMO users follow the defined policies and procedures – ensuring accurate and standardized Agency project management practices. Our approach to CMS’ training program ensures users gather data consistently, analyze information properly, and report findings in a uniform and streamlined approach. Reporting is now consistent and communications are enhanced – allowing stakeholders and Agency leaders to make better informed decisions.

About Edwards

Edwards Performance Solutions provides tailored business services that result in greater operational performance. By delivering the highest quality services and support based on proven and comprehensive practices, we ensure our customers exceed their goals and drive overall mission success. Since 1997, we have provided innovative performance solutions to commercial businesses, Government agencies, and non-profit organizations through our four core disciplines.

Take Note

- We are known as the “contractor of choice” for training at CMS and our effective training program has increased demand for our classes, improving user confidence and leadership buy-in
- Over the past two years, Edwards has trained and mentored 320+ CMS and component employees at multiple office locations across the nation, receiving an average class evaluation score of 4.8 on a 5-point scale
- Our real-world examples prepare students for what to expect in their work environment
- We provide each student with classroom training, coaching, as well as one-on-one mentoring for those requiring additional instruction or refreshers
- Our training courses and support are available to CMS Central Office staff as well as staff in all 10 CMS Regional Offices