Federal Aviation Administration Improves Communication and Teamwork with Crucial Accountability

Introduction

This case study of Federal Aviation Administration is based on a November 2017 survey of VitalSmarts customers by TechValidate, a 3rd-party research service.

“...but we train all managers and senior leaders in Crucial Accountability.”
- John Kiecana, Business Project Manager, Federal Aviation Administration

Challenges

The Federal Aviation Administration selected Crucial Accountability to address the following initiatives:
- Begin a culture change initiative
- Develop leadership
- Improve individual & team productivity

Use Case

The Federal Aviation Administration uses Crucial Accountability Live Instructor-Led Training. Leaders rate the features and benefits of Crucial Accountability as best in class in the following areas:
- Overall quality of training
- Quality of materials & videos
- Ease of implementation
- Ability to deliver results
- Ability to engage employees with the course

Results

Leaders at the Federal Aviation Administration report the following results from Crucial Accountability:
- Improved communication
- Improved individual or team productivity

Source: John Kiecana, Business Project Manager, Federal Aviation Administration

Organization Profile

Organization:
Federal Aviation Administration

Organization Size:
Federal

Industry:
Government

About VitalSmarts

VitalSmarts is a Top 20 Leadership Training Company and home to four award-winning courses that enable organizations to achieve new levels of performance by changing employee behavior: Crucial Conversations, Crucial Accountability, Influencer, and Getting Things Done Training.

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