
Biographical Sketch

David C. Meyers, M.A.

Labor Categories: Project Manager, Senior Analyst, Consultant, Facilitator, and Systems Developer
Education: M.A., Human Resource Development, American International College

David Meyers has more than 21 years of experience in all facets of Instructional Systems Design, development, delivery, and evaluation. He has worked for Human Technology (HT) for the past 20 years. Mr. Meyers has particular expertise in project management, technology-based training, and needs assessment. He has provided leadership and designs for more than 50 technology-based instructional products. He has directed needs assessments for more than 25 Federal Government organizations. Over the past 15 years, Mr. Meyers has managed more than 100 projects at all organizational levels.

Recent Experience

- Co-managing the development of a supervisory leadership development program at the Transportation Security Administration (TSA). TSA's 5,000-plus airport screening supervisors have a unique performance environment with significant constraints on the nature and scheduling of training. HT designed a blended-training solution that includes more than 20 courses in a variety of media: instructor-led training, self-study print materials, assessment, and web components.
- Directing the development of a securities industry training curriculum for the Securities and Exchange Commission (SEC). The project includes more than 20 courses and more than 90 delivery instances. In addition, HT created a learning management system for SEC's web-based securities training and continues to host the web site.
- Co-directed the implementation of the National Training Program for Medicare beneficiary call centers for the Centers for Medicare and Medicaid Services (CMS). The training and knowledge management solutions developed under this project include the following, among others:
 - Recommended Baseline Curriculum for Customer Service Representatives (CSRs)
 - Strategic Plan and Recommendations for Part B, DMERC, and Part A Training Topics
 - CSR Knowledge Models
 - National CSR Training Standards, Guidelines, and Templates
 - Web-Based Training Courses and Job Aids (e.g., Customer Service, Privacy Act and Disclosure of Beneficiary Information, Medicare as Secondary Payer, Ambulance Services, Advance Beneficiary Notices, Mental Health Services)
 - CSR Individual Development Plan and Coaching Guide
 - 1-800 Medicare Training Materials for CSRs
 - Next Generation Desktop (NGD) Training Materials for CSRs
- Provided leadership and design for New Employee Orientation (NEO) programs at several organizations, including the following:
 - SEC
 - U.S. International Trade Commission
 - American Diabetes Association
 - Office of Research and Acquisitions at the Federal Aviation Administration (FAA)

The NEO programs used a variety of technology-enabled and blended-learning solutions, including web-based components, classroom training, and job aids.

Recent Experience (Continued)

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- Directed the development of the Cost Management and Time Reporting training for the Federal Deposit Insurance Corporation (FDIC). The training prepared 5,000 FDIC employees for a new enterprise-wide software system and associated cost management practices. In less than 3 months, HT developed web-based training, procedural manuals, exercises, and a resource center.
- Co-managed the design and development of the FDIC's Foundations for Supervisors program for training its supervisors and managers. The program included:
 - A web-based assessment for identifying needs,
 - Computer-based training to address knowledge objectives in key topics,
 - Instructor-led training to develop skills, and
 - A web-based resource center that provides continuous learning opportunities.Over the last 4 years, numerous FDIC supervisors and managers have successfully completed this program.
- Designed training evaluation solutions for multiple Federal organizations, including such clients as the U.S. Office of Personnel Management, CMS, FDIC, Pension Benefit Guaranty Corporation, U.S. Census Bureau, and Defense Mapping Agency. Evaluation methods include surveys, focus groups, and pre/posttesting. Evaluation levels cover Kirkpatrick's levels 1, 2, 3, and 4.
- Designed technology-based learning strategies and guided the systems integration of the Department of Health and Human Services' national training curriculum for Child Support Enforcement. The first of the six CD-ROMs was recognized with the Distinguished Service Award for Training Design by the Training Officers Conference.
- Directed the development of instructor-led software training curricula (including job aids, training materials, train-the-trainer classes, and help screens) for such organizations as National Geospatial-Intelligence Agency, Federal Emergency Management Agency, FAA, and FDIC.

Publications

- Leadership Effectiveness Inventory 2000. Leadership Development Academy, Graduate School, USDA.
- PS Leader 360-degree Assessment Software. Human Resource Development Press.
- PS Teams Survey and Reporting Software. Human Resource Development Press.