
Biographical Sketch

Eileen C. Withey, M.S.

Labor Categories: Senior Analyst, Instructional Systems Designer, and Technical Writer

Education: M.S., Communications, Clarion University of Pennsylvania

Eileen Withey has more than 12 years of experience in all facets of Instructional Systems Design (ISD), development, delivery, and evaluation. She has worked for Human Technology (HT) for 7 years. During this time, Ms. Withey has been responsible for project management, front-end requirements analysis, competency modeling, and design and development of many training and learning solutions for classroom-based training programs, technology-enabled learning interventions (e.g., multimedia CD-ROM, web-based training, electronic performance-support systems), and hybrid solutions.

Prior to joining HT, Ms. Withey worked for SkyTel Communications, Inc., in Washington, DC, as a Senior Instructional Designer. While at SkyTel Communications, Ms. Withey was responsible for developing cost-efficient training intervention solutions to support the development and continuous improvement of a nationwide direct and reseller sales force.

Recent Experience

- Designed and developed several innovative solutions for the U.S. Office of Personnel Management (OPM) to support human capital initiatives as part of the President's Management Agenda. The materials include:
 - A print-based scoring aid for human capital offices to use when scoring Federal agencies against the criteria set for human capital management.
 - A print-based guide for human capital practitioners that provides information to guide OPM and agency human resources staff and line managers in achieving the results stated in the Human Capital and Accountability Framework.
 - An electronic performance-support system containing information, guidelines, and tools for use by human capital practitioners and agencies.
- Designed and developed a cost-efficient, enterprise-wide performance management training program for the Farm Service Agency, Risk Management Agency, and Foreign Agricultural Service. Training methods include a web-based technology solution integrated with a learning management system (LMS) that provides guidance and practice in applying aspects of a newly deployed performance management system and a print-based desk guide. The course maintains engaging media elements while being fully compliant with Section 508 of the Rehabilitation Act.
- Currently managing the front-end requirements analysis, design, and development of over 30 learning products to prepare the U.S. Census Bureau's management employees for the 2010 Decennial Census. Products include classroom-based training programs with supporting materials, print-based performance-support tools (e.g., handbooks and manuals), and technology-enabled training programs for delivery via an LMS. To meet the aggressive deadlines and maintain the highest quality products, established objective, measurable performance requirements and quality standards and schedule-responsive development processes.
- Developed a 30-hour classroom-based training program titled Instructional Systems Design for Technology-Based Training, and facilitated the course several times for the Office of Child Support Enforcement in the Department of Health and Human Services. The materials emphasize the practical application of ISD principles to the design and development of technology-enabled learning interventions. The materials include instructor guides, participant guides, job aids, and visual aids.

Recent Experience (Continued)

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- Co-managed, designed, and developed portions of a hybrid-learning solution using leading-edge technology for the Financial Institution Analysis School for the Federal Deposit Insurance Corporation's (FDIC's) Division of Supervision and Consumer Protection. The curriculum teaches bank examiners how to analyze banks' financial information in order to assess their risk exposure and risk management controls. This hybrid-technology curriculum includes nine LMS-integrated computer-based training (CBT) modules taken prior to attending a 5-day instructor-led workshop. The CBT modules and workshop are highly interactive and based upon measurable performance requirements. Learners must pass a pre-workshop qualification exam prior to attending the workshop. Written assignments are graded throughout the workshop.
- Managed, conducted a comprehensive front-end analysis for, designed, and developed various web-based training courses and electronic performance-support tools to help FDIC supervisors complete their management responsibilities. The web-based courses place learners in a supervisory role in a virtual office to practice completing tasks and making decisions. Several of these technology-based materials serve as a prerequisite to an instructor-led skills workshop. This hybrid-technology curriculum also incorporates pre- and post-assessments to evaluate, measure, and validate the effectiveness of the delivered learning solutions.
- Managed and served as lead designer for a responsive design of an innovative, cost-efficient online Corporate Learning Center for Fusion Sales Partners, a medical equipment sales company, by:
 - Designing and implementing a process for conducting a performance needs analysis for the sales representatives.
 - Recommending an enterprise-wide hybrid-technology strategy to support the sales force's learning needs based on performance needs analysis data.
 - Designing an electronic performance-support system as the first phase in the development of the Learning Center.
- Managed, designed, and developed several classroom-based courses for the National Geospatial-Intelligence Agency, which focus on helping managers learn how best to use their personnel resources to support/carry out mission-critical objectives. The courses include the following:
 - People Policies in Action: Practical Skills for Supervisors, a 5-day interactive course that teaches managers how to implement various human resources policies in their daily interactions with employees.
 - Feedback for Effective Workplace Performance, a 3-day highly interactive course that teaches managers how to provide effective written (e.g., performance appraisal) and oral feedback to employees.