



## CASE STUDY

# Developing a Workforce to Support International Readiness and Strategic Agreement Management

We support U.S. Customs and Border Protection's (CBP) Office of International Affairs (INA) by managing critical interagency agreements with the U.S. Department of State. Our team oversees every detail allowing leadership to stay focused.

**Building on this operational support, we are developing a comprehensive curriculum for International Relations Specialists and CBP Attachés, ensuring personnel receive clear, consistent, and mission-aligned training that reflects the complex realities of international engagement.**

Our approach includes facilitating working sessions with subject-matter experts, identifying competency requirements, structuring learning modules, and aligning content with INA's strategic goals.



Curriculum and  
Career Path  
Development



Knowledge  
Management



Strategy,  
Governance and  
Capacity Building



Program and  
Project Management

In addition to curriculum development, we are designing an International Relations Specialist career path to provide staff with transparent advancement opportunities and targeted professional development at every level. Through collaborative facilitation and stakeholder engagement, we help INA define expectations, competencies, and training needs to support a resilient and future-ready workforce.

To further advance INA's long-term training goals, we are creating a training development plan for the new International Center of Learning. This plan outlines a structured approach to course creation, delivery, evaluation, and continuous improvement—leveraging best practices in adult learning, instructional design, and organizational development.

By combining project management expertise with robust facilitation, training, and development support, we are helping INA strengthening INA's global workforce, streamline its training ecosystem, and build a sustainable foundation for international mission success.

**By guiding groups through structured processes, we help teams align on goals, solve complex problems, and spark innovative thinking.**

**We create programs that enhance skills, improve performance, and foster lasting growth by blending practical exercises with real-world insights. Our approach empowers individuals and teams to achieve their full potential.**

### Core Competencies

- Instructional design
- Change management
- Facilitation and workshop delivery
- Assessments and evaluations
- Technology integration

### Contact

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