



Public Sector Winner 2025

AIR NATIONAL GUARD

MILITARY & FAMILY READINESS PROGRAM TEAM

The Air National Guard is a reserve component of the United States Air Force, providing operational and strategic support to protect and defend the nation both domestically and abroad. The Air Force's Military and Family Readiness Program's (MFR) mission is to provide targeted support and services to Airmen, Guardians, and their families, contributing to their mission readiness, resilience, and overall well-being. This is achieved by offering a variety of programs and resources to help military members and their families adapt to the demands of military life, strengthen communities, and ensure the readiness and retention of the total force.

THE CHALLENGE

The team identified the need to improve efficiency, adaptability, and consistency in achieving learning outcomes, in order to assist the National Guard Bureau and the Military and Family Readiness field. At the time, their training methods were passive and content-heavy, failing to meet the dynamic needs of the modern force. They determined they needed:

- Modern, adaptable training that could scale across diverse locations
- A replicable curriculum, usable in both virtual and in-person settings
- A shift from lecture-based delivery to mission-aligned, active learning

THE SOLUTION

Using The Bob Pike Group's participant-centered methodology, the team redesigned the entire training framework to focus on interactivity, adaptability, and sustainability.

Key initiatives included:

- **Modular Curriculum:** Three new training programs were developed using BPG design principles, complete with instructor and participant guides, flexible discussion prompts, and mission-relevant scenarios. These training kits are now deployable at the wing level across the nation.
- **"Nuggets of Knowledge" Microlearning:** Bite-sized five-minute learning segments were embedded into monthly virtual sessions to sharpen skills and open meetings with intention.
- **Train-the-Trainer (T3) Program:** Piloted at the 2025 MFR Annual Training, the T3 course was the highest-rated session of the event and has since been adopted at the national level.
- **Interactive Regional and Advisory Council Events:** In-person and virtual sessions were reimaged using tools like Mentimeter and Kahoot, along with breakout groups and live collaboration, replacing static content with high-energy, outcomes-focused learning.

"Even with decades of experience, we realized we could rethink everything—from how we open a session to how we close it. Participant-centered training helped us get there."

Adrienne Dickey,
Military and Family Readiness
Program Manager





THE RESULTS

The redesign delivered measurable impact and long-term value:

- **94%** average instructor effectiveness rating
- **87%** achievement rate in learning outcomes and participant expectations
- **\$460,000** in operational savings by reducing over 9,200 man-hours
- The National Guard Bureau has announced plans to adopt the T3 model at all future annual trainings because of the overwhelmingly positive feedback to the program.

Participants, including those with more than 10 years of experience, described the trainings as “the most valuable in years,” and “immediately actionable.” Many wings have since adopted the T3 model, multiplying its impact across the organization.

“Even with over 104 combined years of Air Force training experience, we discovered there is still room to transform how we teach. . . [The] Bob Pike [Group]’s participant-centered approach gave us an entirely new perspective on training, showing us that compliance and creativity can coexist, and that when we connect learners . . . [in] meaningful, engaging ways, the impact lasts far beyond the classroom.”

The Military and Family Readiness Program T3 Team

94%



Average instructor effectiveness rating

87%



Achievement rate in learning outcomes and participant expectations



\$460,000

Operational savings by reducing over 9,200 man hours

