

# THE MITRE CORPORATION

## CASE STUDY



## Multiple levels of technical writing training for a federal engineering contractor

### CHALLENGES

MITRE is a not-for-profit corporation supporting the federal government with guidance on engineering and technical matters. MITRE ranks in the top 50 largest government contractors, so concise and professional technical documentation is mission-critical. Senior leadership was looking for a customized ongoing report writing training course that could accommodate a large group of employees with different skill levels.

### SOLUTIONS

Two of our self-paced courses, **Technical Writing Foundations** and **Technical Report Writing** were heavily customized to address MITRE's unique and specific requirements. One course offered broad-based technical writing improvement, while the other was a practicum course where participants planned, drafted, and edited an actual document. Each participant chose which course they wanted to take.

### OUTCOMES



#### Individual improvement at every level

Self-paced, online courses allowed participants to work at their preferred learning pace. Individuals **outlined their goals, resulting in extremely personalized instructor feedback**. Every participant from MITRE improved their understanding of technical writing.



#### Wider rollout and inclusion in MITRE's training program

The first group to take this course rated it highly. MITRE has incorporated these courses as part of their Technically Write Program, with rolling enrollments offered several times annually. **This resulted in a company-wide improvement of technical writing.**



#### Reduce writing time by over 20%

**MITRE has saved an estimated \$1,054,688 to date**, based on 150 participants trained, with an average salary of \$75k, and who write for three hours per day.

### \$1 million

MITRE's estimated savings to date, based on training 150 employees

### 100%

of participants found the course materials "clear" and "very easy to navigate"

### 100%

of participants improved their understanding of technical writing

Ready to turn your team's business writing into a business asset?

Want to learn more about our training options? [Download our course catalog.](#)