



TOTAL LEARNING SOLUTIONS CAPABILITY STATEMENT

PROFESSIONAL & WORKFORCE DEVELOPMENT • CUSTOMIZED & OFF-THE-SHELF TRAINING

Who We Are

TLS was established in June 2000 and has since achieved outstanding success in providing Organizational Development and Training services in both the Federal and State & Local environments. TLS offers programs in the areas of Workforce Development Assessments, Professional Development, and Customized Training Programs. We focus on providing services that consistently deliver an appreciable return on investment to our customers. To achieve this, we employ high-quality resources at competitive rates and we pay close attention to providing an outstanding level of customer service.

What We Do

TLS is a full-service organizational development and talent management firm. Our consultants possess end-to-end expertise in all aspects of preparing organizations to meet their mission-critical objectives. TLS is focused on delivering Human Capital solutions that significantly improve individual skills while increasing the competencies and productivity of the overall organization. We provide a powerful yet flexible approach to learning today's most popular job-related skills. TLS also offers programs in the areas of Workforce Skills Assessments, Professional Development, Web-based Training, Succession Planning and Customized Training Programs.

How We Do It

Total Learning Solutions' objective is to provide unparalleled customer service combined with high-caliber, cost-effective, hands-on, instruction. All of our trainers possess expertise in experiential course delivery (role-playing, videos, interactive activities, etc.). Class sizes are usually limited to a maximum of twenty five (25) students to ensure that each participant receives individualized attention whenever necessary.

TLS selects trainers and courses that facilitate a balanced, contemporary approach to delivering instruction. The use of experiential training techniques has proven to be an effective method of providing a stimulating learning atmosphere. The interactive nature of experiential classroom activities enhances the actual transfer and retention of subject matter. We create a 'safe' environment where skills can be practiced and critiqued.

We recognize the importance of using instructors who are experts in their respective fields. The overall quality of our training programs hinge on their abilities in the classroom. TLS maintains a cadre of highly skilled instructors who can handle a multitude of training requirements. We offer flexible scheduling by providing instructors for day, evening, and weekend classes.

Our course materials are designed to maximize the participant's educational experience. TLS maintains a library of off-the-shelf course materials for most of our soft skills programs. We also maintain customized course materials to meet the needs of our long-term clients with special curriculum requirements. Our website offers password protected access to customer-specific information and course material.

Why Should You Hire Us?

- Extensive Experience in the Federal Government Environment
- Highly Experienced and Credentialed Personnel
- Strategic Partnerships to Broaden Our Resources & Services
- Small Company Flexibility with Large Company Delivery
- Low Overhead Equals Very Competitive Rates
- Focused Project Management & Communication Plans
- One-Stop Shop for Human Resource Development Needs

Government Certifications

- SBA Small Disadvantaged Business
- MDOT MBE
- Prince George's County MBE
- WMATA DBE

Contract Vehicles

- GSA MOBIS 874-1 & 871-4: GS10F089CA

North American Classification System

- 561110 - Office Administrative Services
- 561210 - Facilities Support Services
- 611420 - Computer Training
- 611430 - Professional and Management Development Training
- 611710 - Educational Support Services

Our Customers

- Department of Commerce
- Department of Health and Human Services
- Department of Housing and Urban Development
- Department of Labor
- Department of the Navy
- Department of the Treasury
- Department of Transportation
- Environmental Protection Agency
- General Services Administration
- Library of Congress
- Mine Safety and Health Administration
- National Institutes of Health
- Uniformed Services University of the Health Sciences
- U.S. Census Bureau
- U.S. Mint
- District of Columbia Water and Sewer Authority
- District of Columbia Government
- Greater Cincinnati Water Works
- State of Maryland
- Washington Metropolitan Area Transit Authority



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Services

- Assessments
- Career Management
- Career Development Program
- Coaching and Mentoring
- Custom Curriculum Development
- Group Training Programs
- Instructor-led Training
- Leadership Development
- Office Support
- Self-Paced Training
- Skills Gap Analysis
- Succession Planning
- Talent Management Courses

Training Programs

Leadership Development

The Leadership Development Program (LDP) is designed to provide upwardly mobile personnel (GS-10-level and above) with competencies for transition into leadership positions within the agency. The LDP enhances the skills and abilities of personnel with promotion potential, to fill vacancies as they occur. The program includes mentoring, developmental assignments, team building and knowledge management/transfer in addition to classroom training.

Career Development

Upward mobility within organizations is important to all employees. The Career Development Program (CDP) is designed to enhance the professional development, leadership skills, and organizational knowledge of service/support personnel, grade levels GS-2 through GS-9.

Call Center Success

Customer Service Representatives must be ready to communicate the voice and spirit of the organization as well as develop the initial influence and relationship with customers. This 5-day program focuses on the techniques and processes required to make the call center, and the people who are a part of it, an integral part of the organization's overall success.

Organizational Mentoring

Mentoring programs are rapidly becoming an essential tool for maintaining knowledge capital and stimulating career development within organizations. TLS designs, implements and manages all aspects of organizational mentoring programs.

Pre-Retirement Planning

Planning for retirement is one of the more important series of life decisions you will face, akin to making other major career, family, or lifestyle decisions. This program helps prepare federal employees for making educated decisions to transition successfully to this new life stage.



Scan here to access our mobile-friendly website

Courses

- Accountability and Productivity
- Anger Management
- Basic Grammar
- Behavioral & Performance-Based Interviewing Techniques
- Business Etiquette: Gaining That Extra Edge
- Celebrating Diversity
- Change Management
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Meetings
- Conducting Effective Performance Reviews
- Conflict Resolution: Getting Along in the Workplace
- Customer Service: Leading a Customer Focused Team
- Customer Service: Critical Elements of Customer Service
- Dealing with Difficult People
- Developing High Performance Teams
- Elocution/Articulation
- English Pronunciation (For Non-Native Speakers)
- Facilitation Skills
- Interpersonal Communication
- Interviewing Skills (For the Interviewee)
- Leadership: Becoming Management Material
- Learning to Delegate Effectively
- Learning to Listen
- Mentoring
- Motivating Your Workforce
- Negotiating for Results
- Office Ethics and You: Making Good Decisions
- Performance Management
- Problem Solving and Decision Making
- Public Speaking: Presentation Survival School
- Skills for the Administrative Assistant
- Speak Easy Basics
- Speaking Under Pressure
- Stress Management
- Telephone Courtesy & Etiquette
- The First Time Supervisor
- The Minute-Taker's Workshop
- Time Management
- Train the Trainer I: The Practical Trainer
- Train the Trainer II: Advanced Skills for the Practical Trainer
- Understanding Project Management
- Working as a Team
- Writing Reports and Proposals
- Writing That Works
- Microsoft Office Suite

Contact Information

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