



TOTAL LEARNING SOLUTIONS CAPABILITIES STATEMENT

TALENT MANAGEMENT • CUSTOMIZED & OFF-THE-SHELF TRAINING

Who We Are

Total Learning Solutions (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 Government environments. We offer programs in the areas of Professional Development, Workforce Development, Employee Assessments, 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 company. 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.

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. 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.

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

Company Information

- DBA: Total Learning Solutions, Inc.
- Business Type: C Corporation
- State of Incorporation: Maryland
- DUNS Number: 101064629
- Cage Code: 1y5t0

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

Contact Information

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

Off-The-Shelf Courses

- Accountability in the Workplace
- Administrative Office Procedures
- Administrative Support*
- Anger Management
- Assertiveness and Self-Confidence
- Attention Management
- Basic Bookkeeping
- Being a Likeable Boss
- Body Language Basics
- Budgets and Financial Reports*
- Business Ethics
- Business Etiquette
- Business Succession Planning
- Business Writing*
- Call Center Training
- Change Management*
- Civility in the Workplace
- Coaching and Mentoring
- Collaborative Business Writing*
- Communication Strategies*
- Conducting Annual Employee Reviews
- Conflict Resolution
- Contact Center Training
- Contract Management
- Creative Problem Solving
- Crisis Management
- Critical Thinking
- Customer Service
- Delivering Constructive Criticism
- Developing New Managers
- Digital Citizenship
- Diversity and Inclusion*
- Emotional Intelligence*
- Emotional Intelligence at Work*
- Employee Motivation
- Employee Onboarding
- Employee Recognition
- Employee Recruitment
- Employee Retention
- Employee Termination Processes
- Facilitation Skills
- Generation Gaps
- Goal Setting and Getting Things Done
- Handling a Difficult Customer
- Health and Wellness at Work
- Developing High Performance Teams Inside the Company*
- Developing High Performance Teams - Remote Workforce

- Hiring Strategies
- Improving Mindfulness
- Improving Self-Awareness
- Increasing Your Happiness
- Interpersonal Skills
- Job Search Skills*
- Knowledge Management
- Leadership and Influence*
- Manager Management
- Managing Personal Finances*
- Managing Workplace Anxiety
- Managing Workplace Harassment
- Media and Public Relations*
- Meeting Management
- Millennial Onboarding
- Negotiation Skills
- Networking Outside the Company
- Networking Within the Company
- Office Politics For Managers
- Organizational Skills
- Performance Management
- Personal Branding
- Personal Productivity
- Presentation Skills*
- Project Management*
- Proposal Writing*
- Public Speaking*
- Respect in the Workplace
- Self-Leadership
- Sensitivity Training
- Servant Leadership
- Social Intelligence
- Social Media In The Workplace*
- Stress Management
- Supervising Others
- Taking Initiative
- Team Building For Managers*
- Telephone Etiquette
- Telework And Telecommuting
- Time Management
- Train-The-Trainer
- Trust Building and Resilience
- On Unconscious Bias*
- Virtual Team Building and Management*
- Women in Leadership*
- Work-Life Balance
- Workplace Diversity*
- Workplace Harassment*
- Workplace Violence*

* Can be offered as a two-day course