



# Capabilities Statement

## Talent Management & Off-the-Shelf Training

### WHO WE ARE

McMillon Communications, Inc. is a 35-year-old communications training firm based outside of Washington, D.C. Founded by veteran journalist, newscaster and public speaker Doris McMillon, the company offers a diverse team of seasoned trainers who come from the corporate, federal and non-profit worlds. Team McMillon's trainers bring years of experience in various disciplines. We are comfortable in front of people, knowledgeable of our subject matter and we have a passion for teaching.

### WHAT WE DO

We offer effective and engaging training programs, including Professional Development, Workforce Development, Employee Assessments, and Leadership Development, among others. We also offer customized training programs. All of our programs impart strategies that help attendees achieve the best outcomes. We incorporate the spoken and written word, active listening, comprehension, and communications skills in all of our courses.

We understand that people learn in different ways and at different speeds. Patience and inclusivity and flexibility are key components to helping our participants gain skills they can use when the course is over. We are prepared to change and adapt to different situations and environments. Our trainers, who are themselves lifelong learners, are ready to help those they teach to try, practice and demonstrate what they have learned.

### HOW WE DO IT

In our current COVID environment, our training vehicle is virtual. We utilize various virtual platforms like Zoom, Adobe Connect, MSTeams and WebEx. We are also able to facilitate our classes in person when safe and needed.

We understand that "One Size Training does NOT fit all." We ask our clients what they want themselves or their employees to learn so they can perform their jobs with greater competency. Once the goals have been established and the classes begin, we tell our participants what we're going to cover. We give them the information by explaining key points and processes. We include multimedia presentations and encourage participation by the attendees to ensure reception of the materials by all. Participants are moved into breakout sessions which allow the

employees to collaborate and report their findings to their classmates.

We also encourage team building and comradery during our training sessions. We want to help our attendees to develop good working relationships that add value to one another as well as the organization.

### WHY SHOULD YOU HIRE US?

- Years of experience in the Government, Corporate & Non-Profit Sectors
- Diverse Team of Highly Skilled & Credentialed Personnel
- A Passion for Teaching with Proven Results
- Small Company Flexibility with Large Company Delivery
- Low Overhead Translates to Very Competitive Rates
- Focused Project Management & Communication Plans

### COMPANY INFORMATION

**DBA:** McMillon Communications, Inc.  
**Business Type:** S Corporation  
**State of Incorporation:** Delaware  
**DUNS Number:** 071450667  
**Cage Code:** 3TLS9

### GOVERNMENT CERTIFICATIONS

- Woman Owned Small Business
- SBA Small Disadvantaged Business
- MDOT MBE
- Prince George's County MBE
- WMATA DBE
- WMATA's Small Business & Local Preference Program
- WBENC

### NORTH AMERICAN CLASSIFICATION SYSTEM

- 611430** Professional & Management Development Training
- 541820** Public Relations Agencies
- 541840** Media Representatives
- 541199** Legal Services
- 512110** Motion Picture & Video Production
- 541430** Graphic Design Services
- 541611** Administrative Management & General Management Consulting Services
- 541830** Media Buying Agencies
- 541921** Photography Studios, Portrait
- 541922** Commercial Photography
- 561110** Office Administrative Services



# Capabilities Statement

## Professional & Workforce Development | Customized & Off-the-Shelf Training

### OUR CUSTOMERS

American Chemical Society  
Center for Medicare & Medicaid Services (CMS)  
Council of Minority Transportation Officials (COMTO)  
District Department of Transportation (DDOT)  
Graduate School USA  
National Institutes of Health  
International Bureau of Broadcasting  
US Department of Education  
US Department Health & Human Services—Administration of Children & Families  
US Department of Housing & Urban Development  
US Department of Transportation  
US Postal Service  
Veterans Administration (VA)  
Washington Metropolitan Area Transit Authority (WMATA)  
Xerox

### OFF-THE-SHELF COURSES

Accountability in the Workplace  
Administrative Office Procedures  
Administrative Support\*  
Anger Management  
Assertiveness & Self-Confidence  
Attention Management  
Basic Bookkeeping  
Being a Likeable Boss  
Body Language Basics  
Budgets & Financial Reports\*  
Business Ethics  
Business Etiquette  
Business Succession Planning  
Business Writing\*  
Call Center Training  
Change Management\*  
Civility in the Workplace  
Coaching & 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 & 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 & Getting Things Done  
Handling a Difficult Customer  
Health & 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 & Influence\*  
Manager Management  
Managing Personal Finances\*  
Managing Workplace Anxiety  
Managing Workplace Harassment

Media & 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\*  
Speaking the Language of Commerce  
Stress Management  
Supervising Others  
Taking Initiative  
Team Building For Managers\*  
Telephone Etiquette  
Telework & Telecommuting  
Time Management  
Train-The-Trainer  
Trust Building & Resilience  
On Unconscious Bias\*  
Virtual Team Building & Management\*  
Women in Leadership\*  
Work/Life Balance  
Workplace Diversity\*  
Workplace Harassment\*  
Workplace Violence\*

*\*Can be offered as a two-day course*

### CONTACT INFORMATION

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