



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 and beyond, 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
- Virginia Dept. of Small Business & Supplier Diversity, Small, Micro, Women Owned, Minority Owned, DBE, WOSB
- PAUCP SEPTA DBE/SBE
(*certification No. 2086382*)

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
- 516210** Radio broadcasting networks; Television broadcasting networks
- 541613** Marketing consulting 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: A Seat at the Table*
Work/Life Balance
Workplace Diversity*
Workplace Harassment*
Workplace Violence*

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

CONTACT INFORMATION

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