



**2008 U.S.
Senate
Productivity
Award
Winner**

CAPABILITY STATEMENT - GS-02F-0216S

Schedule 69

Instructor-Led Training, Course Development, Test Administration

CORE COMPETENCIES

BUSINESS MANAGEMENT

- Leadership, Supervision
- Strategic Planning
- Coaching
- Project Management
- Financial Management
- Team Leading
- Human Resources
- Diversity Management
- People Skills
- Mediation
- Conflict Resolution
- Anger Management
- Business Writing
- Public Speaking
- Meeting Facilitation
- Prioritizing
- Time Management
- Conference Planning
- Organizational Development
- Performance Appraisals
- Customer Service
- Presentations
- Succession Planning
- Other topics of your choice

INFORMATION TECHNOLOGY

- Information Security
- Oracle
- Java
- Cisco
- Microsoft Office Suite
- Vista
- Programming
- Website Development
- InDesign, Photoshop
- Help Desk
- Other topics of your choice

OTHER TOPICS

- Command Spanish
- Arabic
- Chinese
- English as a Second Language
- Sign Language
- Adult Basic Skills
- Health Care Professions
- Motorcycle Safety
- Administrative Assistant
- Notary Public
- Premises Cabling


DIFFERENTIATORS

CHOICES	Hundreds of topics available for training, customized for the client. Client also has the option to create a topic.
QUALITY	Instruction by expert professional practitioners in the field. Satisfaction guaranteed.
REPUTATION	Winner of the 2008 U.S. Senate Productivity Award, and the <i>only</i> community college to have earned this distinction. Hailed by The Learning Resources network as “one of the top continuing education units in North America.” Achiever of a 98.6% satisfaction rate among our trainees. Proven provider of 35+ years of educational excellence.
LOCATION	Convenient suburban location between Washington DC and Baltimore. Minutes from I-95 and Routes 29, 32, and 175. No DC traffic to fight (“Escape the Beltway!”). State-of-the-art facilities. Additional option for agency to use the agency’s site or other desired location.
FLEXIBILITY	Client can choose topic, duration of training, day, time, and place. Training is tailored specifically to client’s needs.
SERVICE	Friendly, personalized. Quick response—no days of waiting for a call back or weeks of bureaucratic processing. One representative coordinates all services and frees up the agency’s time.

PAST PERFORMANCE

Satisfied Customers

Maryland State Government	T. Rowe Price
Howard County Government	Wells Fargo
Johns Hopkins University	Boeing
Applied Physics Laboratory	Legg Mason
Verizon	Lockheed Martin
Honeywell	Coca Cola Mid-Atlantic
Black and Decker	American Heart Association
	St. Agnes Hospital
	Sinai Hospital



**Charles I. Ecker
BUSINESS TRAINING CENTER**

HOWARD
COMMUNITY COLLEGE
You Can Get There From Here.

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SIC: 8222; CAGE: 1XHR2
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