

Gary A. Johnson Company & Associates, LLC

Real world applications, one person and one team at a time



We are a GSA Approved Training Supplier

- **Schedule Title: 2FYA-WA-030003-B Instructor-Led Training**
- **FSC Group: 69**
- **FSS Classes/Service Codes: 6910 and 6930**
- **Contract No.: GS-02F-0112R**



8(a)-certified, Small Disadvantaged Business (SDB)

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Dear Perspective Client:

Gary A. Johnson Company & Associates, LLC, (GAJCO) is a management training and consulting company. As a training organization, GAJCO has earned a reputation for providing quality consulting, facilitation and training services in the areas of diversity, harassment prevention, coaching, team development, strategic planning, workplace violence prevention, stress management, motivation and personal development.

We have partnerships with a multi-cultural team of specialists who work with private sector companies in a variety of industries, including many Fortune 500 corporations, non-profit organizations, and government agencies.

Our training philosophy is pragmatic in that we are short on theory and longer on “real world” application as we seek to improve productivity and garner results using our interactive “one person, one team” at a time approach to learning.

For quality training, facilitation and motivational speaking that will give your organization a competitive advantage and a winning culture, contact us today and arrange for your **free** consultation to gain insights to help identify blind spots or problems areas in your organization that may need immediate attention.

My colleagues and I are experts in motivating people, solving problems and improving communication in the workplace. Almost everything that we do focuses on the TEAM. We know how to help our clients clarify their objectives, address their challenges and achieve their goals. In short, we can help you solve problems. In addition, we have a proven track record of satisfied clients. If that’s not enough, we can help you build your leadership skills, and motivate your staff to go the extra mile.

I invite you to discover why we are the best-kept secret in the training and consulting business. Our fees are competitive and we guarantee satisfaction.

Warm regards,

Gary A. Johnson

Gary A. Johnson
President
Gary A. Johnson Company & Associates, LLC

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Mission Statement



Our mission is simple. Work hard, smart and provide competitive consulting fees, the first time, as well as positioning clients to build value in themselves and their organizations, in order to manage their own destinies and careers.

Our work begins with a vision. We have found that listening and building on our clients' goals is the key to successful outcomes. Once this shared vision has been established, we execute every detail with one goal in mind -- provide exceptional service to our clients.

GAJCO listens to its clients and addresses their needs, recognizing differences and leveraging them to the client's benefits, as well as providing honesty, professionalism and a high level of respect.

Our colleagues and independent consultants have an average of 30 years of experience. These seasoned entrepreneurs, having owned or managed businesses study and remain current in their field of expertise.

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The GAJCO Approach

Our Network

Through the use of our network, we have direct access to a team of professionals who share their insights on how managers can lead more effectively and improve their job performance. All of our staff members provide quality management and consulting services in almost every area of human resource management.

Our Training Methodology

- Is interactive
- Takes on a non-confrontational approach
- Focuses on behavior
- Explores the economic impact of harassment
- Teaches an effective communication techniques

Flagship Training Services

- Diversity Training
- Harassment Prevention Training
- Employee Development
- EEO Training
- Curriculum Development
- Employee & Executive Coaching/Mentoring
- Event and Conference Management
- Life Skills Counseling & Coaching
- Focus Group and Cultural Audits
- Labor Law and Compliance Training

New Services

- Career Transition and Retirement Services
- Electronic Security and Communication Systems
- Project Management

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Feed Your Mind—As Well As Your Body!

Lunch Seminars

Our Lunch seminars are 90-minute interactive workshops designed to focus on specific topics, management processes, or competencies. We give you the opportunity to be at your desk in the morning, take time out for an informative seminar and get back to work for the afternoon. The sessions are highly interactive and non-confrontational with straight talk, focusing on behavior with a real-world focus. Most of our Lunch seminars can be expanded to half- and full-day workshops.

We have a diverse team of experienced speakers and practitioners in the selected topic areas that will share insights, tips and techniques. Learning has never been so easy and tasteful — a smorgasbord of topics and food!

Half Day and Full Day Workshops

Sometimes it's possible to prevent problems before they occur. Both our half- and full-day workshops are interactive sessions, designed to focus on specific topics, management processes, or competencies.

Ask about our multi-day Employee Developmental Workshops and Job Mastery Series seminars for employees.

What Makes Our Workshops So Successful?

- Concise and innovative presentations
- The latest research and methodology
- Knowledgeable presenters
- Relevant handout materials
- An informal atmosphere for learning and enjoyment

Make the Call!

Help your team increase productivity, one person, and one team at a time.

For more information call (301) 449-4335.

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Speak Up: You're More Likely To Be Promoted From a Standing Position

The fear of public speaking is a reality among most Americans. It is a fear that inhibits professional growth and success. The ability to speak with confidence and in an articulate fashion in front of others is a skill that must be learned, practiced, and cultivated. Work environments that provide their employees with the opportunity to become more proficient speakers are rewarded with a more competent and successful workforce.

The modules in this full day seminar include:

- Techniques For Reducing Anxiety
- The Secret Of Successful Delivery
- The Art Of Informative Speaking
- The Basics Of Persuasive Speaking
- Mastering Meeting Facilitation
- Overcoming Your Fears About Impromptu Speaking

Each module will include instruction, discussion, and speaking activities. The primary focus will be on extemporaneous delivery because of its prevalence in the workforce and audiences prefer this approach. In addition, manuscript and impromptu speaking will also be covered. Participants will also have the opportunity to receive feedback from the facilitator as well as their peers in a comfortable, supportive atmosphere.

Most employees recognize their personal need to improve their public speaking skills. This session will give your employees the tools they need to tackle almost any future speaking opportunity with confidence.

Negotiate For “Win/Win”

Negotiation is the “game of life.” Learn how to manage difficult conversations and discuss and build relationships along the way. Many employees underestimate the importance of negotiation. *You don't always get what you deserve; sometimes you get what you negotiate.* Think about it. Your ability to negotiate can give you a competitive edge in managing your career. This workshop will share some of the basic rules and strategies for negotiating, including advanced preparation, styles of bargaining and how to position the other side for win/win.

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A + Meetings: Increasing Productivity Through Effective Meetings

Many organizations haven't given management of meetings enough attention. Organizations that don't seriously work on improving their meetings pay the price of lower productivity, loss of revenue, and employee unrest and boredom. Are you and your co-workers meeting a lot more but enjoying it less? Why do we do such a poor job of conducting meetings? Conducting better meetings can help any organization get better results. The **A+ Meetings** workshop can help you increase productivity and can be customized to fit the needs of the organization. Participants who attend this workshop will learn the **6 Foundation Items We Should Include In Our Meetings** and the **6 Bad Habits (Culprits) We Should Remove From Our Meetings** that make many meetings unproductive and frustrating.

Managing Change Series of Seminars

This is a series of change seminars with an emphasis on either *stress* or *time management*. Job-related stress accounts for a tremendous amount of personal misery and billions of dollars in lost revenue in the form of low productivity, absenteeism, and higher medical bills. Managing job-related stress makes good business sense. This seminar will help participants set goals, share coping strategies, identify the signs of stress, and help balance work-related and leisure activities.

Effective Time Management: How To Get 26 Hours Out Of Your Day

Time management is a critical skill. This seminar shows participants how to take control of their lives at work and at home using effective planning techniques, time management tools and technology (personal computing devices). Core objectives include how to identify areas of time management that need to be improved, ways to deal with interruptions and the top 20 timewasters.

You Are The Difference: Providing Superior Customer Service

Today's customers are different. They have more choices and, are more demanding. Further, their expectations sometimes "appear" to be unreasonable. To stay competitive, organizations must not only focus on customer retention and loyalty, but also they must learn how to create an "emotional connection" or partnership. Organizations must devise different and unique ways to approach the customer in ways that are different and unique. Customers who believe they are treated as partners are much more likely to be devoted to an organization, product, or service. Participants who enroll in this seminar will learn the "Do's and Don'ts" of customer service excellence.

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Course topics include: the “10 Commandments” of customer service, customer relationship management, customer service phone tips, how to handle difficult or emotional customers, why customers complain, how to explain unpopular policies, active listening, building rapport, and more.

Membership Has Its Privileges: The Art Of Networking

Do you know how to network? To understand the important role that networking plays in career development, you need to be able to assess your level of readiness to participate in organizational activities. This seminar will help participants identify the steps in effective relationship building and discuss the “Do’s and Don’ts” of networking.

Building Strong Teams

Teams produce higher-quality results in a more organized and efficient fashion than individual efforts. Therefore, team effort is the competitive advantage many organizations are seeking to help them win and achieve outstanding results. One of the secrets that lead to harmony and productivity is managing relationships effectively. Participants will be given building blocks that lead to collaborative relationships and "win/win" strategies.

You Are Everything: Developing Professional Image

This workshop focuses on image. You’re expected to perform and perform well. Learn the role of image in organizations. Maximize your potential by improving your ability to communicate, dress, and develop relationships that matter.

The Evolution Of The Secretary

Years and years ago, the secretary (almost always a woman) took dictation, transcribed the dictation into letter format, had her boss (almost always a man) sign the letter, typed the envelope, and mailed the letter. And she answered the telephone, took messages for her boss, returned calls, got him a cup of coffee, ran his errands, handled his guests, and kept track of his appointments. We’ve come a long way, baby!

Today’s secretary faces greater challenges and responsibilities. He or she must be able to multi-task, stay current with technology, communicate effectively, exercise sound judgment, and manage people. This seminar will offer tips on how to be successful on the job and meet the demands of one of the most important positions in the world of work.

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Communicating Across Cultures

One of the best methods for understanding people is to see things through their eyes. Understanding how other cultures act, react, and view the world can go a long way in helping people relate to and work with those who do not act, react, and think as we do.

Using the concepts from the *American Cultures Learning Game*, participants will have an opportunity to learn about other cultures without feeling hostile or defensive. This understanding, when applied, can help remove barriers between people of different cultures. Attending this seminar will increase an individual's awareness of other cultures and help him or her to make appropriate generalizations--and not stereotypes--as a basis for learning.

Building Trust In The Workplace

TRUST is the number one human motivational factor in the workplace. Trust can't be negotiated, tacked onto a paycheck, stored in a locker, or perched on a desk. A lack of trust in a workforce can increase stress, reduce effectiveness, and cause turnover. Can you afford not to get it wrong?

In this fast-paced seminar, participants will learn the "nuts and bolts" of how to build trust in the workplace. Utilizing these skills, individuals will increase their overall effectiveness and enhance their value to the mission. Using the "Trust Bank Account" (TBA), participants will also learn how to build, maintain, and replenish their TBA with supervisors, co-workers, and family members.

Body Language: Sending Signals Without Words

Your ability to read and understand another person's body language can mean the difference between making a great impression or a very bad one! Understanding body language can help you in job interviews, meetings, and negotiations. What you don't say often conveys more meaning than what you do say. People constantly transmit and receive non-verbal messages, often revealing their attitudes and feelings before they say a single word. Being aware of non-verbal behavior can help you decode signals and enhance your ability to communicate and work effectively with others.

Make sure that your words are congruent with your behavior. Knowing how to read body language is nice; knowing how to use it can be critical. When individuals are in stressful or uncomfortable situations, many of us have habits that perhaps give the wrong impression of our abilities. Don't let this happen to you. Attend this seminar and learn how to send the right message.

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Discovering The True Advantage: Working with People with Disabilities

Does your office or team need people who are determined to succeed in the face of adversity? Do you need people who know the true meaning of the word “team” and strive to do a good job every day? If you answered “yes” to any of these questions, then you need to attend this seminar. Believe it or not, the “*true advantage*” employee is already on the payroll and flying beneath your radar.

This workshop will provide supervisors and co-workers with advice on what they need to know when working with someone who has a disability or difference. Participants will learn how to leverage the differences in employees, including the cultural aspects of the Deaf community. Exploring these cultural aspects will allow participants to gain a deeper understanding of the language needs of both the Hearing and Deaf employees. Information on the impact of education, the relevance of social issues, and the significance of American Sign Language will also be presented.

Attitude Is Everything

Believe in yourself! Your attitude is the primary force that will determine whether you succeed or fail. The pessimist sees difficulty in every opportunity; the optimist finds opportunity in every difficulty. Being cheerful, patient, and punctual helps you to develop a Positive Mental Attitude (PMA). In a workplace setting, managing one’s attitude also involves keeping others informed. If you want to improve your performance on the job and make an impact on people and the organization, you need to take this course.

The Value Of Feedback

Giving feedback is a critical skill. So why do so many individuals place so little importance on feedback? Knowing how to give and receive feedback will be of benefit to you and the organization. Take this workshop and learn the critical skills of giving and receiving feedback.

Preparing For Success: How To Be A Star Performer At Work

What does success mean to you? Do you know what it means to be a successful “knowledge worker?” Learn how to assess your situation, take moderate risks, and set challenging goals for advancing your career. In addition, learn how to earn a reputation as a star performer and contributor to your organization. Other topics include taking the initiative, mastering your current responsibilities, knowing your boss, learning how to give and receive feedback, networking, and action planning.

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Speaking with Confidence

Do you experience high levels of anxiety when asked to give a presentation in front of a group? Career advancement often provides and requires more public speaking opportunities. Research reveals people with high communication apprehension hold different views on speaking, and prepare differently than those with low levels of communication apprehension. Gain the skills that you need to reduce your anxiety and articulately deliver your message. By conquering your fear, you will be able to speak with confidence.

Managing Stress

Manage everyday stress more effectively. Learn to recognize early signs and symptoms of stress and to control negative effects through meditation and visualization. This thought-provoking, action-packed training includes understanding the meaning of stress, evaluating individual areas of stress, and developing a personal action plan for stress reduction. Participants will define stress in realistic terms, discuss the warning signs of stress, recognize the importance of planning work, and create an action plan for stress reduction.

Recognizing and Preventing Workplace Harassment

Did you know that, despite widespread recognition of sexual harassment, organizations are still making mistakes about harassment issues? Is your organization aware of what constitutes harassment? A hostile work environment can be grounds for a lawsuit and can affect productivity and morale. Do your employees know what behaviors to avoid? If you're not sure about the answers to these questions, then you need to attend the "Recognizing and Preventing Workplace Harassment" seminar. This seminar will educate you and your employees and prevent counterproductive practices and behaviors. The seminar is non-confrontational and uses the Equal Employment Opportunity Commission's (EEOC) guidelines to define harassment and sexual harassment.

The Fine Art of Listening

Most individuals can easily identify a coworker or supervisor with ineffective listening habits, but are you truly aware of how others perceive your listening skills? Few things make people feel more valued than having someone genuinely listen to them. Business analysts estimate that billions of dollars are lost each year due to poor listening skills. Effective listening in the workplace promotes job satisfaction and employee retention. Listening is a complex physiological and psychological process. Hearing is innate, but listening is a skill that requires proper training. This informative seminar will both educate and motivate you to improve your listening skills. Verbal and nonverbal attending behaviors, paraphrasing, reflecting, note-taking skills, the identification of turn-taking behaviors, and perceptual filters are some of the topics that will be discussed. Becoming a competent listener will enhance your professional and personal relationships.

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Other Lunch topics include:

Organizational Savvy, Dress for Success, Managing Change and Stress Management, Managing Change and Time Management, Communication Styles and Strategies: What Messages You We Sending?

Note: The majority of our seminars can be expanded to half- and full-day formats.

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Employee Development and Skills Management Training Program

- Personal and Interpersonal Development
“How You Walk, Talk, Listen, and Look Is You”
- Effective Communication for Favorable Results
- Managing Your Time for Personal and Professional Success
- Dealing With Stress: Developing a Personal Stress Management Plan
- Goal Setting: Mapping Your Life For Success
- Effective Decision Making: Making The Right Choices
- Team Development: Team Work Makes Dreams Work
- Diversity Management Series: Communication Across Cultures
- Professional Ethics
- Dressing To Impress
- Mistake-Free Résumés
- Professional Telephone Techniques
- Interviewing Confidently

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Consultant Biographies

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Gary A. Johnson

Gary A. Johnson has extensive experience and knowledge of Federal EEO and diversity laws, policies, regulations and practices in the areas of multicultural management and facilitation. Gary has developed, implemented and managed comprehensive programs in cultural diversity, coaching, leadership, team building, racial harassment and sexual harassment prevention, interpersonal conflict, and personal empowerment for several large federal government agencies and Fortune 500 clients. As President of Gary A. Johnson Company & Associates, LLC, Gary currently serves as a consultant to several federal government agencies, including some within the Intelligence Community (IC) as well as several private sector organizations. Gary holds Top Secret security clearances with a current background investigation and full scope polygraph.

Gary has over 32 years of professional work experience including 18 years working for the Central Intelligence Agency in a variety of disciplines including Diversity Program Manager in the Leadership Development Division in the Agency's Office of Training and Education. As a result, Gary understands that in order to develop and maintain a competitive and highly qualified workforce, federal agencies must fully utilize the talent of each employee regardless of race, color, religion, national origin, sex or disability. Equal opportunity and a productive work environment is a "mission critical" business imperative. Every agency must make full use of their human capital by promoting workplace practices that allow employees to be productive in a harassment free work environment.

As a former Diversity Program Manager for the Central Intelligence Agency and a current Independent Contractor, Gary Johnson has used his analytical and critical thinking skills to develop training programs that enhance the business and the mission of the organizations that he serves. Many of these initiatives required conducting needs assessments, cultural audits, focus groups and harassment related investigations. Gary either independently or in collaboration with other HR firms, provided training, consulting and facilitation services to the following organizations in the areas of ***diversity management*** and ***employee development***:

Homeland Security (Transportation Security Administration-TSA), the General Services Administration (GSA), The MITRE Corporation, Proctor & Gamble, Deere & Company, Bank of America, United Airlines, Northwest Airlines, Abbott Laboratories, Astra-Zeneca, American Honda Motor Company, Inc., DuPont-Merck, Johnson Controls, Inc., Northwestern Mutual Life Insurance Company, JP Morgan, Chase, Citibank, Salomon Smith Barney, CitiGroup, The American Petroleum Institute, The World Bank, George Mason University, Tiburon, Inc., the National Institutes of Health (NIH), the National Weather Service and other federal government agencies including branches of the military.

Education

Gary received his Bachelor of Science degree in Organizational Management from Columbia Union College and studied at the Antioch University School of Law, in the Masters of Legal Science program. He has taught classes for Prince George's Community College, George Mason University and Arizona State University on behalf of Motorola.

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Dr. Jerry Semper

Internationally known for his work on Leadership Life Skills, Dr. Jerry Semper has been a seminar leader, training consultant and guest speaker for more than 30 years, bringing his brand of high energy, informative and entertaining training to audiences throughout the world. His specialty is helping organizations and individuals improve, in both productivity and harmony.

Dr. Semper is an expert "Team Development Coach," having worked with individuals in every genre – corporations, government agencies, the educational arena, law enforcement, community groups, youth, parents and ex-offenders.

Dr. Semper uses effective, practical principles developed from academic training, combined with hands-on involvement as a team member with police, military, and Fortune 500 corporations. He has created unique programs for Youth and Families, and his "Leadership Life Skills" programs – developed for corporations – have received widespread recognition for substance, humor and immediate results.

Unique Qualifications:

EDUCATION

B.A. Fordham University
J.D. Howard University
Professor Criminal Justice

TRAINING

National Trainer SkillPath Seminars
Federal Certifications in Training Trainers, Diversity, and Sexual Harassment
National Trainer Milton S. Eisenhower Foundation
National Trainer - Police Athletic Leagues
National Trainer/Spokesperson - Parenting Coalition International
Minority Affairs Specialist for AARP

JUSTICE SYSTEM

Federal EEO Investigator
Co-Author of the National Curriculum for Community Oriented Policing
Prince George's County Maryland States Attorney - Auto Theft School Liaison
New York City Police Department Internal Affairs Investigator
Decorated New York City Police Officer
Acting Assistant U.S. Attorney
Maryland District Court (Magistrate)

CORPORATE

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3M Inc. - Regional Sales Manager
IBM Inc. - Regional Sales Manager
EDS Inc. - Systems Engineer
Chase Manhattan Bank - Systems Auditor

MILITARY

Vietnam era Veteran - U.S. Navy
White House Naval Ceremonial Honor Guard
Guard of Honor - Funeral of President John Fitzgerald Kennedy

ASSOCIATIONS/MEMBERSHIPS

National Bar Association
Phi Alpha Delta Law Fraternity, International
American Bar Association
The American Legion
Prince Hall Masons
A.E.A.O.N.M.S.
Fordham University Alumni Association
Howard University Law School Alumni Association
National Speakers Association

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Edward E. Smith

Edward Smith has been a trainer, facilitator, and leader of organizational improvement efforts for over 30 years. Smith has used his training in curriculum development and instructional design to prepare training materials for a wide variety of courses designed for organizational improvement. He has assisted a wide array of organizations such as school systems; government agencies, associations, faith-based and youth organizations bring on new initiatives and shore-up existing management or development strategies. He utilizes a unique blend of training in modern management procedures, personal development strategies, and group dynamics skills. As an official of the United States Department of Education (USDE), he reviewed/monitored educational programs in over 45 states, and led a team of USDE educators with responsibility for K-12 programs in New York and the New England states. In the two years prior to his retirement, he received seven cash bonuses for superior performance and won Vice-president Al Gore's Hammer Award.

Smith has demonstrated strengths in team building, training delivery, curriculum development, educational program development, public speaking and facilitation. He is a strong initiator, and an effective motivator with expert-level skills in conducting effective meetings. Mr. Smith frequently serves as a seminar and workshop leader in a variety of related subjects with a special emphasis on experiential learning.

As a Total Quality Management trainer and group process facilitator at the U.S. Department of Education, Smith facilitated numerous group sessions and conducted numerous focus group interviews for designated headquarters units, and for gatherings in the field. For *compensatory education* employees in the U.S. Department of Education, the topic was "**What Can We Do To Make Our Meetings More Productive?**" for *randomly selected* employees the topic was "**How Can Total Quality Management Produce Greater Results In The Department?**" Mr. Smith received the Hammer Award for his work in-group facilitation.

Edward Smith has done extensive doctoral work in Public Administration, has a Masters Degree in Adult Education, a certificate in-group dynamics, and basic and advanced training in-group process facilitation. He has earned six different training and development certifications, and is also certified in the Myers-Briggs Type Indicator. He is a Distinguished Toastmaster (DTM) with Toastmasters International.

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Janice Wilson

Janice Wilson is a trained facilitator and instructor. She received her B. A. degree in Human Relations from Trinity College and is pursuing graduate studies in the field of organizational development. She has extensive experience developing and implementing customized programs in diversity training, racial and sexual harassment prevention, and communications.

Janice has over thirty years of work experience ranging from recruiting for a large federal agency, EEO specialist, career counselor, and management trainer. She has experience in course design and facilitation. She has presented a series of communication dynamics seminars to engage minority and non-minority workers in a dialogue to improve workplace relationships and productivity.

Jeffery Bowden, CI, CT

Jeffery Bowden began his career in deafness as a member of the staff of the Model Secondary School for the Deaf at Gallaudet University in Washington, DC, where he held a variety of positions. In 1986, Jeff left Gallaudet University and became Program Director at the Shiloh Senior Center for the Hearing Impaired, now known as the Shiloh Senior Center for the Deaf and Hard of Hearing. In this capacity, Jeff was responsible for managing the day-to-day operations.

In 1992, Jeff returned to Gallaudet University as one of the first members of the Gallaudet Interpreting Service (GIS). Over the next several years, he earned certificates in the areas of Interpretation (CI) and transliteration (CT). Soon thereafter, Jeff became active in teaching sign language and developing interpreting workshops.

Jeff has conducted and coordinated workshops for a number of nationally known organizations such as the National Council of Negro Women, The National Alliance of Black Telecommunication Workers, the 30th Anniversary of the Historic March on Washington, and the Million Man March.

Jeff went on to join the staff of Sign Language Associates, the nation's leading interpreting referral agency. Shortly thereafter, he moved to his current position as a Staff Interpreter with the U.S. Department of State. In this capacity, Jeff has interpreted for U.S. and foreign officials in such places as Athens, Greece; London, England; Port Au Prince, Haiti; Paramaribo, Suriname; and Cairo, Egypt.

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Ricky Ford

Ricky Ford has more than 25 years of experience in project management, network security, telecommunications, systems integration, technical training, LAN/WAN design/installation/support, technical training and end-user support. The technical experience consists of systems integration, turnkey systems design/development/installation, network engineering, hardware/software installation/testing, and prototype development.

Since 1995, Mr. Ford has been providing network engineering and proposal development support for the following clients: Unisys, Century Planning Associates, Alliance Insurance, Quality Technology, Planning Research Corporation, Keen Technology Consultants, and Public Technology, Inc. Engineering support includes network, firewall installation/support, network design/implementation, maintenance, system administration, and second/third level engineering trouble support.

Mr. Ford is providing network design, equipment (hardware/software) specification, procurement support, system installation/integration, disaster recovery, network security, system administration and management support to various clients. He is also providing technical proposal support (writing, Red/Gold/Purple team reviews) to clients on Federal procurement efforts.

Mr. Ford provided network-engineering support to PRC and Unisys on the DOJ/AFMS Consolidated Asset Tracking System (CATS) project from 1995 - 2006. He performed the following functions: Installed and maintained all firewalls; provided support for all C&A activities (penetration tests, network scans, documentation), performed network vulnerability scans, installed Windows-based LANs, installed/configured Cisco routers, installed/configured DSUs, designed/implemented TCP/IP and SNA WAN connectivity, setup VPNs, completed network traffic analysis, designed/configured the custom CATS desktops, served as the email and TACACS administrator, performed system administration tasks on Windows, Linux, and Solaris machines, provided desktop, application, and end-user support, provided technical training, and second/third level engineering trouble support.

Education

B.S. Electrical Engineering, Howard University, 1983

Professional Certifications

MCSE, MCP, CCNA, CNE

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Carla Scopeletis

Carla Scopeletis retired from the Central Intelligence Agency (CIA) after thirty-three years as an analyst; a manager with positions of increasing responsibility; a senior inspector with the Office of Inspector General heading teams examining critical issues affecting the resources, organizational structure, personnel policies, and strategic planning for the CIA; and, in her final assignment, the Associate Deputy Inspector General for Inspections. A member of the Senior Intelligence Service, she received seven SIS Performance Awards and a Meritorious Officer Stipend for Achievement. While at the Agency, Mrs. Scopeletis was actively involved in mentoring women, working on studies designed to break the “glass ceiling,” speaking on issues related to women in the workplace, and working with managers at all levels to increase opportunities for the hiring and advancement of minorities.

On her retirement, Carla started her own consulting business, dealing primarily with the Intelligence Community. Many of the consulting jobs involved examining personnel policies, including issues such as feedback, open communication, establishment of fair and “transparent” career panels, grievance and discrimination processes, and the role of training and education in career development. She has been a consultant with Organization Twenty-One, Inc. for the past two years and is a professional actress.

Carla received a B.A. in History from Wittenberg University, an M.A. in International Relations from the Fletcher School of Law and Diplomacy and is a graduate of the National War College.

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Susan Burgoyne

Susan Burgoyne received her BA in Speech Communication from Towson University. She went on to earn an MA in Speech Communication from San Diego State University's top ranked graduate program. She has taught in the Communication field for over thirteen years. She has a passion and a love for teaching and the discipline of Communication.

Susan's past teaching experience has been at George Washington University, University of Maryland University College, San Diego State University, Grossmont Community College, University of San Diego, and Towson University. She has taught a wide range of communication courses including: Interpersonal Communication, Nonverbal Communication, Organization Communication, Public Speaking, Advanced Public Speaking, Small Group Communication, Listening, Intercultural Communication and Introduction to Human Communication.

Currently, Susan is teaching for George Washington University's Communication Program and the University of Maryland University College's Communication Department. In addition to teaching in the traditional classroom, she also teaches in the virtual classroom. Although she enjoys instructing in an on-line format, she prefers the quality interaction of the traditional classroom.

While Susan lived in California, she established a small consulting business where she assisted executives on the construction of speeches and coached them on the delivery of public presentations. Her clients were able to greatly lower their communication apprehension and eloquently deliver their presentations.

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Sue E. Pressman, Ph.D.

Dr. Sue E. Pressman is nationally recognized as one of the country's leading career management and transition experts. With a strong background in counseling and coaching, training, assessment, performance management, training, research, and project management, Sue selects counseling techniques and training interventions targeting all learning styles, research methodologies and assessments that match client requirements. She creates easily understandable and factual executive level reports that are based on qualitative and quantitative measurements incorporating results for government and private sector organizations.

Professional Acknowledgments: Sue is a Licensed Professional Counselor (LPC); National Certified Counselor (NCC), National Certified Career Counselor (NCCC), Master Career Counselor (MCC), Certified Global Career Development Facilitator Instructor (GCDFI). Sue is currently serving as a Trustee on the National Employment Counseling Association (NECA) Board of Directors. Current Security Clearances: Defense Security Service (DSS); Department of Treasury (FMS) Security Clearance. Fluent in American Sign Language.

Leadership Credentials: Sue serves as a Trustee on the Board of Directors for the National Employment Counseling Association a Division of the American Counseling Association and an organization closely linked to the U.S. Department of Labor. She has served on advisory committees for the National Career Development Association, is an active member of the American Counseling Association, and a Past President of the Washington DC chapter of the American Deafness and Rehabilitation Association. Sue is a Senior Advisor and to the Board of Directors of the Deaf & Hard of Hearing in Government (DHHIG), a nonprofit organization which she co-founded. She is the only hearing person to be recognized and awarded the Founders Award for her volunteer efforts from this OPM recognized non-profit organization.

Educator, Researcher, Coach and Trainer: Sue designed and established Gallaudet University's first career center where she served as the Director for five years and prior to that appointment a career counselor for seven years. She has taught at Gallaudet University, Virginia Tech, the USDA Graduate School, and been a visiting instructor at the Johns Hopkins University. She has conducted research projects for government organizations throughout the U.S. using both qualitative and quantitative methodologies.

Her client list includes The White House, Department of Defense, Veterans Affairs, U.S. Department of Agriculture, U.S. Department of Education, Department of State, Department of Treasury (IRS, OCC, FMS, BEP), Federal Trade Commission, Department of Justice, Department of Transportation as well as business and industry nationwide. She is certified and skilled in using a variety of leading career development and management assessments used to

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(Continued)

improve communication, understand personality, develop teams and resolve workplace conflicts including certification in Benchmarks™ 360 leadership assessment, qualification for The MBTI™, experience with the DISC, wide use of the SkillScan Personal Profile and the Thomas-Kilmann Conflict Mode Instrument. A few of her most recent projects included training for many groups of employees and managers of the Department of Defense facilities division on site at the Pentagon. Sue designed and implemented a Federal Career Management Certificate™ program for the Intelligence Community. For the National Cemetery Administration's new director/interns leadership program under the Department of Veterans Affairs she implemented career management, team building, change management, IDP, and disability communication and ADA compliance training.

Author: Published Dissertation: *The First National Study on Deaf Business Owners: Implications for Career Counseling*. Numerous career management and consulting articles in professional journals (Internet accessible). *The Ultimate Resume Writing Guide*. *The Ultimate Job Interviewing Guide*. Sue has written, developed and implemented career development programs, curriculums on performance management, strategic planning in government organizations, job search strategies, networking, negotiation, and leadership development.

Education: Dr. Pressman's credentials include a Ph.D. in Counselor Education from Virginia Tech with secondary concentrations in Adult Education & Human Resource Development and Psychology; M.A. in Rehabilitation Counseling from Gallaudet University; and a B.A. from the University of Florida in Speech Pathology and Education.

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Additional Seminars

Organizational Ethics – This training provides the background and guidelines to assist participants in making important decisions in the workplace involving application policy and procedures of organizations and governments.

Community Accountability - Promotes the concept of accountability for increased productivity both individually and organizationally. Participants will understand the elements associated with accountability -- the three types of people; payoffs, prices, and values; and gravity issues.

Dispute Mediation - This training provides an overview of principles of dispute mediation in the workplace, the school, and the community. It includes the elements of active listening, assertiveness, and expression of feelings, perspective taking, cooperation, and negotiation. Participants will develop an understanding of the five elements to every conflict as a means to resolve disputes.

Time Management - Master the skills for effective time management. Analyze time usage, establish priorities, develop plans for improvement, control time wasters, reduce paper work, and create action plans to increase productivity.

Violence in the Home/School/Workplace - This course provides an overview of the problem of violence in the home, school, and workplace, which includes Environmental Factors, Profile and Statistical Information, and Societal Influence. Attendees will be able to recognize behaviors that may precede violence and strategies for responding to perceived threats. This course will also address methods for the prevention and consequences of, and alternatives for, eliminating spousal and parental violence.

Stress Management - Manage everyday stress more effectively. Learn to recognize symptoms and control negative effects through mediation and visualization. Develop a personal plan for stress reduction.

Conflict Resolution - Learn how to resolve conflicts in a variety of complex disputes involving multiple parties, differing power balances, interests, values, and contexts. Sound conflict management principles are stressed throughout the training: diversity management, listening skills, team development exercises, and motivation.

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Customer Service - Covers all elements of customer relations, which include identifying the customer; analyzing to determine customer needs; planning the operation to satisfy the customer; and organizing for effective service, product delivery, and customer support.

Developing Professional Image - Learn the role of image in organizations. Maximize potential by improving image and confidence. Learn image enhancement through dressing techniques.

Listening Techniques - Learn how to communicate clearly (oral information), listen effectively, and resist distractions. Learn to listen based on the talker's interest, to concentrate on what is being said, and to gather thoughts before responding.

Effective Communication Skills - Provides practical instructions in the art of effective communication, which include communication barriers that go beyond language. The six considerations necessary for communication that produces positive results are examined and demonstrated.

Presentation Development - Learn to be more effective and persuasive. Identify common problems while learning techniques for developing delivery and enhancing skills.

Employer/Employee Relations - Techniques designed to promote good solid relations for increased productivity are explained and examined.

Career Strategies - Explore the most effective ways to achieve career advancement. Learn to create opportunities for growth.

Improving Your Performance - Learn through proper planning, organizing, and coordinating to use professional telephone skills and techniques that project a positive image for you and the organization. Role-playing, practical exercises, and visual aids will be used.

Negotiating for Positive Results - Group discussion and role-plays to develop communication and listening skills. Ask the right questions, interpret responses, and create action and contingency plans. *"Everybody wins."*

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Employee Development Programs

Training Seminar	Length of Program	Target Audience
Team Building <ul style="list-style-type: none"> • Developing a Team • Focused Organization • For Individual Contributors 	Full or Half Day	Managers/Employees
Customer Focus <ul style="list-style-type: none"> • Internal and External 	Full or Half Day	Managers/Employees
Professional Conduct	Full or Half Day	Managers/Employees
Managing Stress by Improving Time and Stress Management	Full or Half Day	Managers/Employees
Preventing Workplace Violence	Full or Half Day	Managers/Employees
Situational Leadership	Full or Half Day	Managers/Employees
Celebrating Cultural and Diversity Differences	Full or Half Day	Managers/Employees
The Essential of Business Writing	Full or Half Day	Managers/Employees
Sharpening Your Listening and Communication Skills	Full or Half Day	Managers/Employees
Conquering the Grammar Game	Full or Half Day	Managers/Employees
Optional modules that can be customized or developed for the Agency include:		
Job Mastery Series: Building Success for People of Color	Two Days (Two One-Day Sessions)	All People of Color
Job Mastery Series: Building Success for Women	Two Days (Two One-Day Sessions)	All Female Employees

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Employee Development Program (EPD)

Overview

This version of the Employee Development Program is designed for management and non-management employees. It consists of ten (10) separate yet integrated skill-based modules in a variety of disciplines. Each module is designed to build upon the other and give the client maximum flexibility to meet the needs of the mission in half-day or full day formats. The EPD program involves the following disciplines: Teambuilding, Customer Service, Professional Conduct, Managing Change, Workplace Violence, Situational Leadership, Cultural Differences, Business Writing, Listening and Communications Skills, and Grammar.

Government Experience and Training:

Gary Johnson has over 32 years of work experience, including 18 years with the Agency where he worked in three Directorates as an Intelligence Watch Analyst, Special Agent, Branch Chief, and Diversity Program Manager. He was assigned to the White House National Security Council Staff where he worked for three Assistants to the President for National Security Affairs. While assigned to the CIA Office of Training & Education (OTE), Mr. Johnson was certified as an Instructor and taught management and diversity courses. He also produced and narrated training videos for the Agency addressing such topics as *Respect in The Workplace, Diversity, and Racial Harassment Prevention*. He resigned from the government as a senior manager in 1995.

Private Sector Experience and Training

Since 1995, Mr. Johnson has spent the majority of his time working as a Senior Trainer and Executive Consultant to Fortune 500 companies and Wall Street firms. Either independently or in collaboration with other HR firms, he has provided training and consulting services to the following private sector firms in the areas of leadership, diversity management, and harassment prevention:

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Private Sector Clients	Government Clients
American Honda Motor Company	U.S. Army
The MITRE Institute	Office Director National Intelligence
Citibank	National Institutes of Health
J.P. Morgan	U. S. Department of Education
United Airlines	U. S. Department of Commerce
National Public Radio	National Reconnaissance Office
Northwestern Mutual Life Insurance	General Services Administration
Abbott Laboratories	Army Research Lab
Deere & Company	City of Davenport, Iowa
Bank of America	National Weather Service
Salomon Smith Barney	
Northwest Airlines	
Johnson Controls, Inc.	
ARCO Petroleum	
Universal Dynamics	
Dupont – Merck	
The World Bank	

Gary has also conducted focus groups and data analysis for several chemical, oil, and pharmaceutical companies and is the primary diversity consultant for a Maryland labor law training company specializing in labor issues such as sexual harassment in the workplace.

GAJCO has a team of high-level consultants who are readily available to assist you with planning, strategy, and implementation. The consultants' expertise includes working with task forces, human resource professionals, line managers, and others as needed. They are also willing to help with your internal communications.

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Job Mastery Series

Introduction

The Gary A. Johnson Company's Job Mastery Series is a collection of two to eight interdependent and customized training modules designed to teach all employees how to take advantage of opportunities within their organizations. Opportunity has never been greater for people who are highly skilled and who understand the proper use of influence. The Building Success For People of Color seminars are designed to help participants capitalize on opportunities by learning how to discover business options and improve their "success" skills in the organization.

All of the Job Mastery Series seminars are highly specialized and include two senior-level facilitators with over 50 years of work experience in both the federal government and private sector. Typical sessions include: Using the Right Moves To Get Ahead, Personal Empowerment, Boss/Subordinate Relationships, Networking and Mentoring, and Defining Your Own Success. Other modules may include: Risk-Taking, Leadership, Gaining Respect and Credibility, Developing Organizational Savvy, Goal Setting and Action Planning.

Methodology

Both large and small group discussions will take place; lecturettes and case studies may be used in any combination. In addition, a supportive learning environment will be established to facilitate discussions that may be difficult for some employees.

Seminar Objectives

The major objective of the seminar series is to enhance the confidence and skills that participants need to "make things happen" for the organization—and for their own lives and careers. Specific objectives for the Building Success For People of Color seminar are established after meeting with the organization and the group to determine their needs and goals.

Who Should Attend?

The seminar is designed for employees of color who are willing to take a high degree of personal responsibility for managing their career success and personal satisfaction.

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Number of Participants

Twenty (20) participants is the maximum number for this seminar.

What Will You Achieve?

- Clarity about obstacles that may undermine confidence and limit optimal performance
- Constructive responses to the negative influences in your work and personal environments
- Strategies for building more effective and more professional relationships

Program Length

The session can be customized for two full-day sessions or one full day and two concurrent half-day sessions. The sessions are scheduled with a one-week interval between sessions.

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Partial Client List

The Gary A. Johnson Company (GAJCO) adheres to a strict standard of confidentiality in dealing with its clients. GAJCO received permission to show the following partial client list.

Organization Twenty-One, Inc.

Patricia Rush (703) 918-4877
President/CEO
8300 Greensboro Drive
Suite 800
McLean, VA 22102

Service provided: Conducted diversity training and racial harassment prevention training for first-line and senior managers.

General Services Administration

Ms. Patricia Miller (202) 501-2518
Acquisition Career Manager
1800 F Street, N.W.
Room G-241
Washington, DC 20405

Service provided: Conducted a personal empowerment and motivational presentation for 500 employees from around the world.

Deere & Company

Rena Gainey (309) 765-4154
Diversity Learning Consultant
One John Deere Road
Moline, IL 61265

Services Provided: Conducted "Managing Inclusion" training for senior and mid-level managers.