# GOVERNMENT & PUBLIC SECTOR

**CCS** LEARNING ACADEMY

## CAPABILITY STATEMENT

### PROFESSIONAL TRAINING



# 2025

**Sourcing professional training for government and public sector entities is tricky. We can help.**

CCS Learning Academy is the professional training division of CCS Global Tech. Designed to foster professionals' knowledge and capabilities, we use our 25+ years of training expertise to help government and public sector entities keep their teams up-to-date and relevant in the workplace.

We're a selected Tier 1 vendor with experience helping government and public sector entities large and small. We offer a comprehensive menu of courses that help you to keep your staff relevant while maximizing your budget dollars.

*I am pleased to highly recommend CCS Learning Academy as a trusted provider of leadership development training for any state agency. Since January 2023, they have delivered exceptional training sessions across Washington State, covering Professional Development, Leadership, DEI, and Risk Management topics, with consistently favorable evaluations. Over the past 18 months, they have conducted 20 sessions in virtual and in-person formats, meeting all deadlines and demonstrating professionalism and expertise. Their flexible, high-quality training has made them an invaluable partner, and I am confident they will continue to meet workforce development needs effectively.*

★ ★ ★ ★ ★

**DES** Washington State DEPARTMENT OF ENTERPRISE SERVICES

**Rachael Stich**
**Lead Learning Consultant**
**WA State Department of Enterprise Services**

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# WHY WE'RE A GOOD FIT

### ▶ EXPERTISE

We've been active in the professional training space since 1997. That's **25+ years of experience** and expertise we bring to the table.

### ▶ RELEVANCE

**We track industry trends** and adjust our offerings to reflect what we see happening in the marketplace.

### ▶ FLEXIBILITY

We work with teams and organizations of every size and level. We **customize each solution,** including scheduling, budgeting, and delivery platform.

### ▶ INNOVATION

Our diverse pool of instructors and subject matter experts **adapt to client project needs** and conceptualize training solutions.

Taught by industry experts who understand this unique landscape, our programs are cost-effective investments that are budget-friendly and easy to implement. This, coupled with our emphasis on real-world skills, ensures your staff become highly effective contributors who can face any challenge in today's landscape,

## 611430
## 611420
### NAICS Codes

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# AREAS OF EXPERTISE

- Analytics & BI
- Business & Project Management
- Cybersecurity
- Infra & Networking
- Process & Framework
- Leadership Development
- Professional Skills
- Business Skills
- Communication and Media Handling
- Customer Service
- Diversity, Equity, Inclusion and Accessibility (DEIA)
- De-escalation
- Executive Coaching
- Assessment – Leadership & DEI
- Human Resource and Compliance
- Financial Literacy
- eLearning
- Custom eLearning
- Quality (Lean Six Sigma)
- Sales Training

# SECTOR EXPERIENCE

- Aid Agencies
- Armed Forces – Military
- Governance – City, County, State
- Health
- Housing
- Information Technology
- Insurance
- Public Transportation
- Schools
- Security
- Universities
- Utilities
- …and more!

> The Bay Area Training and Exercise Program has been working with CCS Learning Academy since November 2023. CCS Learning Academy has delivered training on "Media Spokesperson Skills for Crisis" twice (November 2023 and February 2024) with over 40 participants in each class. The training included lectures, group discussion, video examples, hands-on message development practice and on-camera "mock" interviews for selected participants. Participants rated the training 5 out of 5 on overall effectiveness of the instructor's teaching and curriculum.
> CCS Learning Academy has been a valuable vendor to work with. They are very communicative and timely. The trainings they have delivered have been met with great feedback and continued interest.

★ ★ ★ ★ ★

**BAY AREA TRAINING AND EXERCISE PROGRAM (BATEP)**

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# HOW WE WORK

We make bringing professional development easy. Using our tried and tested training system, we deliver effective, customized training solutions to organizations of every size. Here's a snapshot of our process.

**IN-DEPTH EVALUATION**
Our subject matter experts and instructors evaluate your learning and development needs to ascertain skill gaps.

**IMMEDIATE RESULTS**
Through practical hands-on learning and real-life scenarios. your staff learn skills they can put to use immediately.

**CUSTOMIZED SOLUTION**
Your evaluation results help us customize your learning experience, including the delivery platform and budget.

**EFFECTIVE DELIVERY**
Our certified instructors deliver high-quality training, professional aptitude, and technical expertise via the delivery platform best suited to your needs and goals.

# DELIVERY OPTIONS

Traditional in-class, in-person learning is no longer the only option when it comes to how you bring learning to your team. We offer a range of delivery platforms to ensure you maximize your training dollars by presenting the material in the most effective manner.

## IN PERSON
Learn from a live instructor in a hands-on experience that includes peer collaboration and face-to-face interaction. It's adaptable to everyone's learning style.

## LIVE ONLINE
Learn from a live instructor who delivers your training remotely via a live web feed. It's a great option for organizations with hybrid work models or teams in various locations.

## ON DEMAND
Learn at your convenience with our flexible video- and lab-based interactive training. This gives your team the ability to self-pace their learning.

## BLENDED LEARNING
A mix of instructor-led training with computer-based modules; this option accommodates both needs.

## BOOTCAMP
An intense, hands-on experience customized by our technical team; these sessions are designed to deliver on-trend knowledge and skills in a short amount of time for those with tight schedules.

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# PARTNERS & CLIENTS

## CLIENT LIST SNAPSHOT

- Bay Area UASI, San Francisco Department of Emergency Management, CA
- Boston Public Health Commission, MA
- City of Los Angeles, CA
- City of Philadelphia, PA
- City of San Jose, CA
- City of Tucson, AZ
- City of Durham, NC
- City of Fort Collins, CO
- City of New Orleans, LA
- City of Charlottesville, VA
- County of Alameda, CA
- Sacramento County, CA
- Arlington County, VA
- County of Butte, CA
- County of Volusia, FL
- Harris County, TX
- Miami-Dade County, FL
- Oakland County, MI
- St. Louis County, MO
- Commonwealth of Kentucky, KY
- District of Columbia Courts, DC
- Greater Cleveland Regional Transit Authority, OH
- Inland Empire Utilities Agency, CA
- Los Angeles Unified School District, CA
- Massachusetts School Building Authority, MA
- Massachusetts Bay Transportation Authority, MA
- Northeast Ohio Regional Sewer District, OH
- Saint Regis Mohwak Tribe, NY
- State of Illinois, IL
- State of New Hampshire, NH
- State of West Virginia, WV
- State of Vermont, VT
- State of Maine, ME
- State of Tennessee, TN
- State of Utah, UT
- Department of Veterans Affairs, MD
- Texas Health and Human Service Commission, TX
- Texas Woman's University, TX
- University of Oregon, OR
- United States Agency for International Development (USAID), Thailand
- U.S Department of Air Force, NM
- Washington State, WA

## AFFILIATIONS, CERTIFICATIONS & ACCREDITATIONS
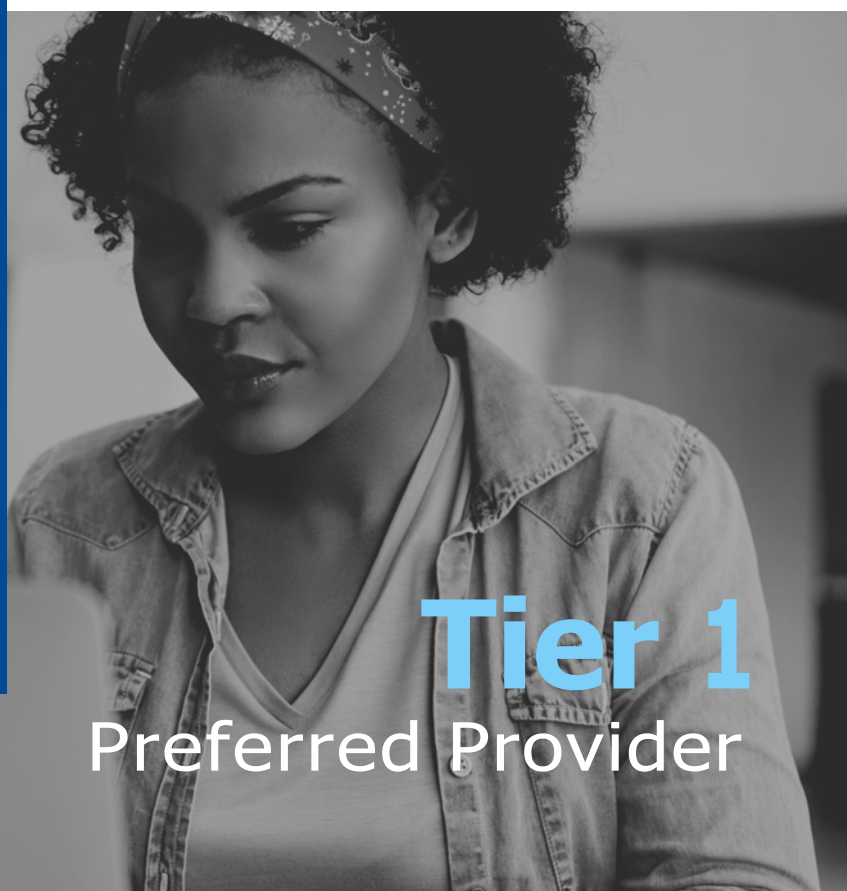


**Tier 1**
Preferred Provider

# COURSE
## HIGHLIGHTS

We offer training for all skill levels. This is only a sample of our offerings. Please contact us or visit our website for a complete course catalog.

## Microsoft

- ☑ Introduction To SQL Databases
- ☑ Administering A SQL Database
- ☑ SQL Server Integration Services
- ☑ Administering A SQL Database Infrastructure
- ☑ Designing & Implementing An Azure AI Solution
- ☑ Microsoft Azure AI Fundamentals
- ☑ Automating Administration with PowerShell
- ☑ Microsoft Azure Administrator
- ☑ Planning and Administering Microsoft Azure for SAP Workloads
- ☑ Developing Solutions for Microsoft Azure
- ☑ Designing Microsoft Azure Infrastructure Solutions
- ☑ Designing and Implementing Microsoft DevOps Solutions
- ☑ Microsoft Azure Security Technologies
- ☑ Designing and Implementing Microsoft Azure Networking Solutions
- ☑ Microsoft Azure Fundamentals Training Certification
- ☑ Querying Data with Microsoft Transact-SQL
- ☑ Designing and Implementing a Data Science Solution on Azure
- ☑ Data Engineering on Microsoft Azure
- ☑ Administering Microsoft Azure SQL Solutions
- ☑ Microsoft Azure Data Fundamentals
- ☑ Microsoft Power BI Data Analyst
- ☑ Power Platform Solution Architect
- ☑ Microsoft Power Platform Fundamentals
- ☑ Microsoft 365
- ☑ Office 365
- ☑ SharePoint

## CompTIA

- ☑ CompTIA ITF+
- ☑ CompTIA A+
- ☑ CompTIA Network+
- ☑ CompTIA Security+
- ☑ CompTIA Cloud+
- ☑ CompTIA Linux+
- ☑ CompTIA Server+
- ☑ CompTIA CySA+
- ☑ CompTIA PenTest+
- ☑ CompTIA CASP+
- ☑ CompTIA Cloud Essentials+
- ☑ CompTIA Project+

## Cybersecurity

- ☑ Cisco-Security
- ☑ Network Defender
- ☑ Ethical Hacker
- ☑ Information Systems Security
- ☑ Managing and Conducting an Effective Vulnerability Assessment
- ☑ Wireless and Mobile Security
- ☑ Forensics
- ☑ Information Systems Auditor
- ☑ Training
- ☑ Information Security Manager

## PMI

- ☑ PMP
- ☑ CAPM
- ☑ PMI-ACP
- ☑ PMI-PBA
- ☑ PMI-RMP

## ISC2

- ☑ CISSP
- ☑ SCCP
- ☑ CCSP
- ☑ CSSLP
- ☑ CGRC

## Bootcamp

- ☑ Data Analytics & Engineering
- ☑ Database Design and Administration

## PeopleCert

- ☑ ITIL® 4 Foundation Certification

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*MSBA has been working with CCS Learning Academy since August 2021 to the current date. CCS has been delivering training on many topics like - Virtual Team Building, DEIB Overview, Conflict Management, Unconscious Bias, Critical Thinking, Unconscious Bias & Micro aggression, Performance Management for Managers, Difficult Conversations & Conflict Management. We are very pleased with their work, and we have not had any misunderstandings or miscommunications on any part. They have been very helpful and very accommodating with our schedules and times. They are helping us in skilling our teams over last 3 years.*

★★★★★
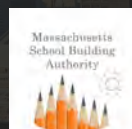
**Stacy Patino**
**Director of Human Resources**
**Massachusetts School Building Authority**

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## Professional Skills

- ☑ Essential Ethics
- ☑ Facilitation Fundamentals
- ☑ Stress Management Workshop
- ☑ Emotional Intelligence Essentials
- ☑ Critical Thinking Skills Workshop
- ☑ Interpersonal Skills Workshop
- ☑ Time Management and Multitasking
- ☑ Creative Problem-Solving Workshop
- ☑ E-mail Etiquette
- ☑ Managing at a Distance
- ☑ Dealing With Troubled, Toxic or Negative People
- ☑ Effective Communication Basics
- ☑ Developing a Communication Strategy
- ☑ Delivering Constructive Criticism

## Diversity, Equity, Inclusion, & Belonging (DEI&B)

- ☑ Unconscious Bias, Microaggressions, & Micro affirmations
- ☑ Addressing Bias & Microaggressions in the Workplace
- ☑ Redefining Privilege & Allies, Accomplices, and CoConspirators
- ☑ LGBTQ+ Best Practices
- ☑ Active Strategies for Fostering a Culture of Belonging
- ☑ Health Equity and Disparity Awareness
- ☑ Leadership through a DEI&B Lens
- ☑ Effective Communication through a DEI&B Lens
- ☑ Gender Identity and Sexual Orientation (SOGIE)
- ☑ Accessibility and Inclusion for People with Disabilities
- ☑ Generational Diversity and Allyship and Advocacy
- ☑ Building an Inclusive Culture
- ☑ Service Equity and Data Equity
- ☑ LGBTQ+ 101
- ☑ Disability & Neurodiversity Inclusion
- ☑ Moving from Bystander to Upstander

## Leadership Skills

- ☑ Emotional Intelligence (EQ) for Leaders
- ☑ Coaching and Mentoring for Leaders
- ☑ Change Management Leadership
- ☑ Leading with Your Values
- ☑ Situational Leadership Skills Program
- ☑ Leadership Learning Engagements
- ☑ Leadership & Influence Workshop
- ☑ Difficult Conversations & Conflict Management
- ☑ Effective Accountability
- ☑ Five Dysfunctions of a Team
- ☑ Servant Leadership
- ☑ Outward vs. Inward Mindset
- ☑ The New Leadership Basics

## Business Skills

- ☑ Prospecting
- ☑ Sales Fundamentals
- ☑ Negotiation and Closing Techniques
- ☑ Strategic & Key Account Management
- ☑ Core & Advanced Consultive Selling
- ☑ Winning Major Sales
- ☑ Virtual Selling
- ☑ Sales Productivity
- ☑ Sales Management & Coaching
- ☑ Sales Management & Coaching

## Human Resources

- ☑ Performance and Measurement
- ☑ Performance Management Workshop
- ☑ Performance Mindset Basics
- ☑ Employee Engagement and Motivation
- ☑ Mindfulness and Employee Wellness
- ☑ Individual Contributor Development
- ☑ Employee Relations
- ☑ Anti-Harassment Policy and Procedures Training
- ☑ Work Environment and Culture Change Efforts
- ☑ Training for Center Anti-Harassment Coordinators, Fact Finders, and Decision Makers
- ☑ Sexual Harassment Prevention for Employees
- ☑ Domestic Violence in the Workplace
- ☑ Sexual Harassment Awareness & Prevention for Managers and Leader

## Customer Service

- ☑ Cultural Sensitivity and Diversity Awareness
- ☑ Customer Retention Strategies
- ☑ De-escalation and Conflict Management
- ☑ Customer Interaction Best Practices
- ☑ Customer Service Leadership and Coaching
- ☑ Service Recovery and Complaint Resolution
- ☑ Customer Service Fundamentals for Excellence

## Sales Training

- ☑ Prospecting
- ☑ Sales Fundamentals
- ☑ Negotiation and Closing Techniques
- ☑ Strategic & Key Account Management
- ☑ Core & Advanced Consultive Selling
- ☑ Winning Major Sales
- ☑ Virtual Selling
- ☑ Sales Productivity
- ☑ Sales Management & Coaching

## More Workshops

- ☑ Mindfulness Training for Focus and Calm
- ☑ Managing Stress in Crazy Times
- ☑ Communicate to Motivate!
- ☑ Communicate with Impact
- ☑ The Art and Science of Facilitation – Make Instruction Come to Life!
- ☑ Empathy is Key – Understanding Others' Experiences to Help Your Own
- ☑ From Rumbling to Rallying – Mitigate Issues Before They Snowball
- ☑ Facilitate! Leave the Lecture Behind
- ☑ Leading Change – For Good (Change Management Training)
- ☑ Crucial Conversations for Leaders
- ☑ Create High Performing Teams
- ☑ The Art and Science of Facilitation
- ☑ Presentation and public speaking skills
- ☑ Leadership and influence
- ☑ Conflict Resolution
- ☑ Communicating with Confidence
- ☑ Building empathy
- ☑ Continuous improvement

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*The State of Maine Department of Labor has been working with CCS Learning Academy and H3C LLC since 2023. CCS Learning Academy in partnership with H3C has been delivering training for Diversity, Equity, Inclusion and Accessibility Strategic Guidance and Implementation Support. They have trained our leadership team as well as staff—over 100+ participants in total, with high levels of satisfaction.*
*We are pleased with their work, their expertise, flexibility and communication. We look forward to their continued partnership in the coming months.*

★★★★★

**THE STATE OF MAINE,
DEPARTMENT OF LABOR**

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## CCS
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*Follow us for updates!*