



4T Training & Consulting Solutions, LLC
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Applied HR Operations Training™ & Federal Workforce Capability Development

For Those Who Serve, Build & Believe

Executive Overview

4T Training & Consulting Solutions delivers Applied HR Operations Training™ (AHROT)—a hands-on, immersive training model that builds federal HR capability directly at the desk, using real cases, real systems, and real resources. Led by Michaelle “Mickey” Theall, former GS-15 Division Chief of Compensation & Benefits, our training strengthens accuracy, judgment, service delivery, and continuity across high-volume federal HR programs.

Unlike traditional classroom training, AHROT integrates live workload coaching, policy application, and operational decision-making to rapidly upskill HR practitioners, reduce rework, and stabilize agency HR programs during high-demand periods.1

We train HR specialists, technicians, supervisors, leadership, and employees through a model that is execution-focused, scenario-driven, deeply practical, and grounded in real federal HR operations—not theory.

Core Training Capabilities

4T delivers federal-ready training through Applied HR Operations Training™ (AHROT), a hands-on, immersive learning model that builds practitioner capability through real casework, real systems, and real-time coaching. Our training integrates operational execution, policy interpretation, and systems navigation, ensuring that HR specialists, technicians, supervisors, and employees develop the judgment, accuracy, and confidence required to perform at a high level. AHROT strengthens capability while reducing rework and backlog—accelerating readiness without relying on traditional classroom formats.

Applied HR Operations Training™ (AHROT)

- Hands-on practitioner training using real-time workload
- Embedded coaching through HR systems, research tools, and SOPs
- Strengthens judgment, reasoning, and operational confidence
- Reduces error rates and improves service delivery consistency

Benefits & Retirement Operations Training

- FEHB, FEGLI, FEDVIP, FSAFEDS, TSP, service credit, deposits/redeposits

Representative Past Performance

USPTO: Developed and led HR practitioner curriculum for benefits, retirement, payroll, leave share, and customer service operations. Launched Training Academy and strengthened nationwide HR capability.

DoD / DCPAS: Delivered national training to HR specialists on retirement, survivor benefits, reemployed annuitants, and service credit.

Congressional Budget Office: Designed and delivered benefits and leadership education series for staff and executives.

Executive Office of the President: Provided high-impact benefits and retirement transition education and continuity support.

NAICS Codes

611430 · 541612 · 541611 · 561320 ·
624230 · 561110 · 624190 · 624310 ·
541618 · 541990

PSC Codes

R431 · R408 · R499 · R612 · R706 · ·
U008

- Retirement readiness, counseling, and case preparation
- Scenario-based case exercises and regulatory interpretation
- Benefits continuity during workforce or leadership transitions

HR Service Center & Customer Service Training

- Applied training for Tier 1–3 HR support staff
- Escalation management, inquiry resolution, and documentation
- Contact center strengthening for accuracy, empathy, and reliability

Supervisor & Workforce Readiness Training

- HR policy interpretation and decision support
- Leave, pay, attendance, benefits inquiries
- Employee transition, separation, and benefits impacts

Employee & Family Retirement Readiness Education

- Group and individual counseling
- Retirement transition planning and benefit coordination
- Survivor benefits and post-retirement impact sessions

Differentiators

Federal HR programs succeed or fail at the operational level — where accuracy, timeliness, policy interpretation, and judgment intersect. Yet many HR challenges stem from inconsistent execution, insufficient hands-on training, and internal knowledge that varies from one specialist to the next. Even the strongest colleagues cannot fully train others while managing competing workload demands or relying on personal methods that may not align with agency-wide standards.

4T delivers a level of operational excellence few training or consulting firms can match: real federal HR leadership experience combined with immersive, real-time workforce development. Our Applied HR Operations Training™ model (AHROT™) strengthens workforce capability at the point of execution — training practitioners directly within their own systems, cases, and daily workflows. This approach stabilizes operations, reduces errors, reinforces quality and compliance, and builds long-term capability across benefits, retirement, payroll, T&A, customer service, and end-to-end HR operations.

Why 4T Is Different

- **Applied, On-the-Desk Training:** Capability is built through real work—not slides, lectures, or hypothetical scenarios.
- **20+ Years Federal HR Leadership:** Former GS-15 leading 14,000+ workforce HR operations.
- **Integrated Operations + Training Delivery:** We train while helping agencies reduce backlogs and stabilize operations.
- **Policy + Execution Alignment:** Every session ties directly to OPM regulations, HR systems, and required workflow documentation.
- **Continuity & Surge Expertise:** Proven ability to strengthen HR delivery during retirements, reorganizations, turnover, or increases in workload.