



# AHROT™

Applied HR Operations Training · Federal Workforce Capability Development  
For Those Who Serve, Build & Believe

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- ✓ WOSB SBA CERTIFIED
- ✓ EDWOSB SBA CERTIFIED
- ✓ MINORITY-OWNED SMALL BUSINESS
- ✓ SAM.GOV ACTIVE · SET-ASIDE & SOLE SOURCE ELIGIBLE
- ✓ UEI: DD83A2CX5HH3 · CAGE: 15K89

CONTRACTS DON'T FAIL AT AWARD. THEY FAIL IN DELIVERY.

## The work doesn't move. The errors compound. Employees are impacted. Management looks incompetent. And the mission pays the price.

### THE RISK

Staff who cannot execute the work at the level the contract requires.

### THE IMPACT

Incorrect pay. Unresolved benefits. Backlogs. Audit exposure. Financial liability. Grievances. Leadership managing chaos instead of mission.

### THE SOLUTION

4T ensures the work is performed accurately, compliantly, and ready for audit. That is what we do. That is all we do.

### WHAT 4T ENSURES The Work Moves.

Actions processed. Backlogs cleared.  
Production stabilized.

### WHAT 4T PROTECTS The Work Holds.

Accurate. Compliant. Defensible.  
Ready for audit.

### WHAT 4T DELIVERS The Mission Is Served.

HR strong. Workforce supported.  
Leadership freed to lead.

### THE 4T Pipeline

#### 01 · AHROT™ BUILD

At-the-desk training on live casework. Builds SMEs. Confidence. Accuracy. The work moves.

#### 02 · HR OPERATIONS SUPPORT

Embedded operational execution. Stabilize, strengthen, and modernize HR programs.

#### 03 · AHROT™ SUSTAIN

Stay embedded. Absorb turnover. Protect capability. Knowledge never walks out the door.

### Capability 01 · AHROT™ — How 4T Delivers Performance

PROPRIETARY METHODOLOGY · NOT CLASSROOM. NOT THEORY. NOT GENERAL. NOT OPTIONAL.

## AHROT™

Applied HR Operations Training · At the Desk · Real Cases · Real Systems · Grounded in Federal Law, Regulation & Policy  
Specializing in Benefits & Retirement · Payroll & T&A · PAR Processing · HR Operations · Customer Service · Onboarding

AHROT™ ensures HR operations are performed accurately, compliantly, and ready for audit — using applied, at-the-desk training on real federal casework. It was designed for the **generational shift** in the federal workforce. Not general training that builds pipelines of burned-out generalists — but a methodology that develops **subject matter experts** who master their technical space before anchoring others, understanding how their work connects to the broader mission and impacts every employee it touches.

AHROT™ is **hand-holding support at every turn**. Real systems. Real actions. Whether a practitioner walks in with zero experience or deeply rooted habits that need reshaping — AHROT™ meets them exactly where they are. Then builds from there until the work moves, the work holds, and the work passes audit.

#### Work Moves

Staff execute. Backlogs clear.

No more cases sitting because staff don't understand the work. Actions get processed. Production stabilizes.

#### Accuracy Improves

Done right the first time.

Training on real cases. Errors corrected in real time. Fewer reversals, corrections, and escalations.

#### Audit Readiness

When audit comes, it holds.

Documentation complete. Actions defensible. Decisions aligned to policy. The work survives scrutiny.

#### Compliance Risk Reduced

Regulation. Not guesswork.

Every action grounded in federal law. Fewer errors. Less liability. Grievances decrease.

#### Mission Delivery

HR strong. Mission moves.

Hiring moves. Employees paid correctly. Benefits resolve. Leadership freed from avoidable operational chaos.

#### Capability Holds

Stronger. Not dependent.

Performance doesn't drop after training ends. New staff are brought up fast. Knowledge stays in the organization.

#### PHASE 1 · BUILD CAPABILITY

### AHROT™ Build

At-the-desk applied training on live federal casework. Confidence, accuracy, and operational independence built fast. Backlogs clear. The work moves.

#### PHASE 2 · PROTECT THE INVESTMENT

### AHROT™ Sustain

4T stays embedded — absorbing new hires, monitoring for reversion, ensuring capability never erodes after the base period ends.

### Capability 02 · HR Operations & Workforce Support

EXECUTION-DRIVEN · EMBEDDED IN AGENCY WORKFLOWS · IMMEDIATE LIFT & LONG-TERM STABILIZATION

### 4T HR Operations & Workforce Support Division

Where AHROT™ builds the people — Operations runs the function.

4T embeds directly into agency HR workflows to **stabilize, strengthen, and modernize** mission-critical HR programs — benefits, retirement, payroll, T&A, PAR processing, customer service, and compliance. Led by a former GS-15 Director who has **written SOW/PWS requirements, procured contractor support, assessed performance, and managed multi-functional HR programs**. 4T brings the vantage point of someone who has sat on every side of the table.

### THE RISK 4T ADDRESSES

WHAT NO ONE WANTS TO SAY IN THE MEETING

#### But Everyone in the Room Is Thinking

When HR operations break down, it is not just a processing problem.

**Employees** don't get paid correctly. Benefits go unresolved. Retirement cases sit. Financial errors accumulate.

**Management** looks incompetent. Claims of mismanagement become visible. Leadership is pulled from mission to manage chaos that should never have started.

**The mission** is the casualty. Hiring slows. Operations stall. The agency cannot perform at the level it exists to serve.

### WHY 4T EXISTS

GS-15 DIVISION CHIEF · SENIOR TRAINING ADVISOR

### Mickey Theall, President & CEO

20+ years leading federal HR — USPTO, DoD/DCPAS, DoDEA, Marine Corps, Department of the Navy, CBO, and the Executive Office of the President.

Wrote the SOWs. Managed the contracts. Had the hard conversations when staff weren't performing and agencies were suffering while invoices went out.

"She didn't study federal HR. She led it."

### Past Performance

#### U.S. Patent & Trademark Office

GS-15 Branch Chief, Compensation & Benefits · 13,000 Employees

- Staff lacked technical depth. Work was inconsistent and unevenly distributed. Program participation was critically low across all benefit programs.
- Built a 32-week tiered training program on live casework. Redesigned how work was assigned, giving each specialist direct ownership of specific Business Units.
- Team became audit-ready and fully independent. TSP up 9%, FSA up 10%, FLTCIP up 6%, Wellness attendance up 30%. Confirmed by Viewpoint Survey and Gallup People Pulse.

#### Department of Defense / DCPAS

Senior Benefits & Work-Life Program Manager · 2.5M Employees

- Reemployed annuitants across 20 DoD Components were placed in the wrong retirement systems due to mismanaged guidance, creating widespread erroneous coverage across a 2.5M employee enterprise.
- Built the Reemployed Annuitant Program from zero. Drafted policy amendments, trained Agency Benefits Officers across all Components, and presented at a DoD-wide HR symposium.
- Program operational DoD-wide. Erroneous coverage errors mitigated. Every Component equipped with the policy, process,

#### Executive Office of the President

Benefits, Pay & HR Operations · Presidential Transition · 600+ Individuals

- Presidential transitions require 600+ benefits, pay, PAR, and retirement actions processed accurately under a compressed timeline with zero margin for error.
- Trained staff and processed all benefits, pay, PAR actions, and retirement submissions. Managed the full OPM adjudication pipeline for 600+ departing and incoming individuals.
- 95% accuracy rate across PAR, benefits, and retirement. 100% OPM grade sustained for nine consecutive months. The work held.



<b>WHO WE SERVE</b>	<b>Federal Agencies</b> Direct hire — build, stabilize & sustain	<b>Prime Contractors</b> Eliminate delivery risk — win and perform	<b>Subcontractors</b> Operational depth — differentiate your bid	<b>HR Practitioners</b> Any level — zero experience to full reshape
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## Capability 02 · HR Operations & Workforce Support — Full Capabilities

### HR Operations & Workforce Support

- ◆ End-to-end HR lifecycle — onboarding, accessions, separations
- ◆ PAR processing, corrections & workflow stabilization
- ◆ HR data integrity, quality review & error trend mitigation
- ◆ eOPF audits & corrective actions aligned to OPM standards
- ◆ Staffing coordination & onboarding continuity
- ◆ Surge support for high-volume actions & chronic bottlenecks

### Time, Attendance & Payroll Operations

- ◆ T&A corrections, retroactive adjustments & leave audits
- ◆ Pay setting, premium pay & leave share administration
- ◆ HR-payroll-timekeeper coordination for end-to-end resolution
- ◆ Complex employee support — LWOP, reemployed annuitants, USERRA
- ◆ Elimination of recurring pay discrepancies & systemic errors

### Benefits & Retirement Program Management

- ◆ FEHB, FEGLI, FEDVIP, FSAFEDS & TSP case management
- ◆ Retirement intake, auditing & corrective action execution
- ◆ Deposits, redeposits, military service credit & eligibility
- ◆ Employee counseling & retirement readiness support
- ◆ Case quality assurance for high-risk actions
- ◆ Surge & continuity support during workforce shortages

### HR Service Center & Customer Operations

- ◆ Tier 1-3 inquiry support & escalation management
- ◆ Service-level stabilization & customer experience improvement
- ◆ Service recovery for high-backlog or low-satisfaction environments
- ◆ SOP/SLC development aligned to policy & operational realities
- ◆ Risk analysis, audit remediation & enterprise standardization
- ◆ Stabilization following system changes & leadership turnover

## What Sets 4T Apart — For Every Audience

<b>Addresses the Root Cause</b>	4T doesn't add bodies. It addresses the actual reason contracts underperform — staff who cannot execute the work at the level required. That is where delivery breaks down. That is where 4T operates.
<b>Designed for Generational Shift</b>	AHROT™ develops SMEs — practitioners who master their technical space before anchoring others, understanding how their work connects to the broader mission. Built for how today's federal workforce learns.
<b>Performance Built Into the Contract</b>	Most solicitations assume capability will arrive. It won't. 4T brings AHROT™ and HR Operations together so performance, compliance, and audit readiness are built in — not hoped for after award.
<b>Every Side of the Table</b>	4T's CEO has procured contractor support, written SOW/PWS requirements, assessed performance, and led federal HR programs. She has been the agency, the manager, and the solution. No other firm brings that vantage point.
<b>Small Business. GS-15 Depth.</b>	WOSB & EDWOSB (SBA Certified), MOSB, SWaM. The responsiveness of a small business with the operational depth of a GS-15 federal HR executive. No other firm in this space makes that combination.

## THE SOLICITATION PROBLEM

### WHAT HR PROCUREMENT GETS WRONG

#### And What It Costs Agencies & Primes

Solicitations too often produce the wrong vendors — not because agencies lack intent, but because the requirement doesn't ask for what the mission actually needs.

**Vague language** attracts vague vendors.

**Best price** does not equal best performance — especially where a single payroll error or retirement miscalculation impacts an employee's life and the agency's liability.

**No built-in training or sustainment** means capability is assumed. When it isn't there, the agency absorbs the cost in backlog, rework, grievances, and financial risk.

A complex HR environment requires specialists — not generalists who cover everything and master nothing. As the federal workforce shifts generationally, how practitioners learn must shift with it.

## DELIVERY FORMATS

- ◆ On-Site / At-the-Desk — Embedded at the agency
- ◆ Virtual / Remote — Live facilitated
- ◆ Blended — Hybrid + self-paced modules
- ◆ Surge Support — Rapid deployment
- ◆ Long-Term Embed — Full operational presence
- ◆ Train-the-Trainer — Build internal capacity

## COMPANY DATA

**UEI:** DD83A2CX5HH3

**DUNS:** 136758136 · **CAGE:** 15K89

**Type:** LLC · **State:** Virginia

**Size:** Small Business (WOSB / EDWOSB / MOSB)

## KEY PERSONNEL

### Mickey Theall, President & CEO

Former GS-15 Division Chief, Compensation & Benefits

USPTO · DoD/DCPAS · DoDEA · Marine Corps  
Department of the Navy · CBO · Executive Office of the President

*"She didn't study federal HR. She led it."*

## Connect Before the Solicitation Drops. Not After the Problem Starts.

Whether you are a federal agency protecting mission delivery, a prime eliminating contract risk, or a sub differentiating your team — 4T ensures the work is performed accurately, compliantly, and ready for audit. One partner. Every stage. From requirement to results.

### Mickey Theall, President & CEO

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