



**Hicks-Carter-Hicks, LLC**

*An award-winning performance improvement company*

*Helping you to*

# Build a Better Workplace...™

HR & MANAGEMENT CONSULTING ■ TRAINING & DEVELOPMENT  
COACHING ■ MEETING FACILITATION ■ ASSESSMENTS ■ SURVEYS

“

*Hicks-Carter-Hicks takes a systems view to challenging issues and works to resolve them for the long term.*

”

Dan Bean, MA, MBA  
Partner

**Colarelli, Meyer &  
Associates, Inc.**

Knowing that our clients are pleased with our work makes what we do so rewarding. **Hicks-Carter-Hicks (H-C-H)** is a full-service performance improvement company committed to helping our clients enhance the performance of their employees, create a more inclusive and productive work environment, and implement positive change.

We listen to your concerns and needs, evaluate the skills of your employees, assess your culture, and provide a diagnostic review of work processes to develop customized solutions. Whether you're looking for expertise in human resources, management consulting, diversity, training, coaching, assessments, surveys and/or meeting facilitation, **H-C-H** can provide the services you need.

We believe that the right people, with the right skills, doing the right things in the right work environment create a better workplace for all stakeholders. Our goal is to help you determine what the “right” things are and then to put the “right” programs and systems in place. You can count on **H-C-H** to develop a deep understanding of your business in order to create the most effective solutions.

With **H-C-H**, you'll enjoy the flexibility we provide and the personal attention given to each client. Best of all, **H-C-H** is committed to 100% customer satisfaction with every assignment. Not many companies stand by this promise. That's the **H-C-H** difference.



*Helping You to  
Build A Better Workplace...™*

# Business Solutions & Services

*Tools That Help You Build A Better Workplace*

## *Consulting*

- Continuous Improvement Process
- Diversity & Inclusion
- Human Resource
- Organization Development (Change Management)
- Performance Management
- Strategic Planning

## *Coaching*

- Individuals
- Teams
- Workgroups

## *Training & Development*

- Diversity and Respect in the Workplace
- Employment Regulations
- Leadership Development Programs
- Other Training including Online, On-demand Programs and Webinars

## *Facilitation*

- Focus Groups
- Large and Small Meetings
- Maximizing Group Dynamics

## *Assessment & Survey Services*

- 360-Degree Assessment Instruments
- Inscape Publishing Authorized Distributor
  - Including DiSC & Other Products



- Organizational Assessments
- Surveys
  - Diversity & Inclusion
  - Employee Engagement/Employee Opinion
  - Organizational Change
  - Other

## *Keynote Presentation Topics*

- Competency-based Employee Development
- Leading and Leveraging a Diverse Workforce
- Leading Organizational Change
- Linking Diversity to the Bottom Line
- Managing Your Career for Success
- New Millennium Leadership Practices
- Taking the Organization to Great
- Other similar topics as requested

## Vision

Our vision is to be viewed by our employees, clients, strategic partners and communities as the leading performance improvement company.

## Mission

Our mission is to facilitate organizational excellence by supporting clients in their efforts to manage change, create an inclusive work environment and develop a highly skilled, diverse workforce for the purpose of individual, team and organizational success.

## Value Proposition

Hicks-Carter-Hicks partners with clients who want to achieve organizational excellence through improving employee performance and creating a highly engaged, diverse workforce. Our customized solutions and services, such as consulting, coaching, training and development, assessments, surveys and meeting/program facilitation, enable clients to exceed their goals, strengthen their competitive advantage and build a better workplace. Moreover, the experience and methodology that we use to deliver our solutions and services lead to individual, team and organizational success for our clients and their employees.

# Top 10 Reasons

*for doing business with  
Hicks-Carter-Hicks*

10. We put you and your needs first.
  9. We take the time to understand your business.
  8. We establish partnerships and long-term relationships with our clients.
  7. Our services are value added and designed to help you achieve both short- and long-term goals.
  6. We produce measurable, accelerated results.
  5. We are a nimble organization and immediately accessible.
  4. We have the talent it takes to provide top-notch service.
  3. We have a stellar reputation in the business community.
  2. Our work is exemplary, our standards are high, and our values are unwavering.
- And the #1 reason to partner with  
Hicks-Carter-Hicks...*
1. **We are committed to 100% customer satisfaction with every assignment.**

What clients are saying about

## Hicks-Carter-Hicks...

*“We have partnered with Hicks-Carter-Hicks on training and recruitment projects, and my experience with Ms. Carter-Hicks and her associates has been terrific. The feedback from other staff involved has also been nothing but positive.”*

Jim Buntin, HR Manager  
**St. Louis Symphony Orchestra**

*“We have valued our partnership with Hicks-Carter-Hicks for years and have always been extremely satisfied with the high level of support and professionalism we receive from their staff.”*

Gabe Rodriguez, Training Administrator  
**MOHELA**

*“Hicks-Carter-Hicks always brings its “A-game.” Their facilitators’ energy, enthusiasm, preparation and knowledge connects with the GCWW audiences. As a result, they enthusiastically interact with the facilitators and each other. Adults learn best from each other and Hicks-Carter-Hicks facilitates that process.”*

Bill Barnhill, Training Coordinator  
**Greater Cincinnati Water Works**

What clients are saying about

## Hicks-Carter-Hicks...

*“I am very pleased with all the services provided by Hicks-Carter-Hicks. Hicks-Carter-Hicks delivers high-quality work on time.”*

Mark Whitmore, Executive  
Human Resources Operations  
**Westfield Insurance**

*“Hicks-Carter-Hicks has partnered with CMA to help a couple of our clients with highly challenging situations focused on diversity. Hicks-Carter-Hicks is effective and an expert in this arena.”*

Dan Bean, MA, MBA  
Partner  
**Colarelli, Meyer & Associates, Inc. (CMA)**



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