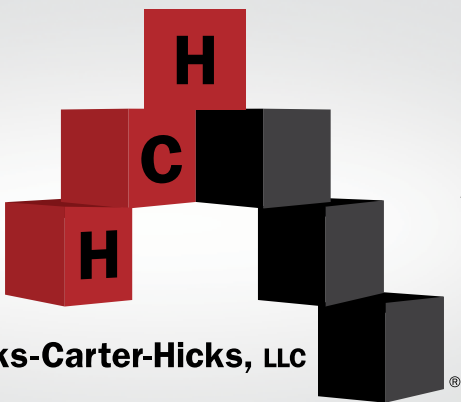


Consulting ■ Coaching ■ Learning & Development ■ Surveys & Assessments ■ Interactive Online Solutions
Meeting & Program Facilitation ■ Authorized Partner Everything DiSC® & The Five Behaviors of a Cohesive Team™

HELPING CLIENTS

Build Better Workplaces™



Hicks-Carter-Hicks, LLC

An award-winning, full-service
performance improvement company.



Fast Facts

- Headquartered in St. Louis, Missouri.
- Gloria Carter-Hicks, president, CEO and owner, founded H-C-H in 1999.
- H-C-H provides services and solutions to national and multinational clients.
- The categories of clients we serve are:
 - Commercial (Public & Private);
 - Government;
 - Quasi Government; and
 - Nonprofit.
- H-C-H employees are committed to contributing to the community by sharing their time, talent and other resources. In addition, employees serve on various boards and a commission in the community.
- Our president, CEO and owner volunteers her time mentoring small business owners and HR professionals.
- H-C-H has received recognition and awards for its contributions in the community, quality of work, and sales performance as an Authorized Partner of Everything DiSC® & The Five Behaviors of a Cohesive Team™

SOLUTIONS

Consulting

- Continuous Quality Improvement
- Diversity & Inclusion
- General Management
- Human Resources (HR)
- Organization Development (Change & Transformation)
- Strategic Management & Planning

Coaching

- Individuals
- Teams
- Workgroups
- Program Design

Learning & Development

- *H-C-H Leadership Academy™*
 - Soft Skills Programs
 - >> Design
 - Customized
 - Tailored
 - Off-the-shelf
 - >> Delivery Methods
 - On-demand eLearning (Online University)
 - Webinars
 - Blended
 - Traditional Classroom
 - Experiential, Interactive and Performance-Based
 - >> Audiences
 - Client Specific
 - Open to the Public
- HR Compliance Training Programs
- Simulations

Meeting & Program Facilitation

- Focus Groups
 - Employees
 - Community Stakeholders
 - Customers
 - Other groups as requested
- Discussion Groups
- Large & Small Group Meetings
- Panels
- Simulations (Facilitate and/or Observe)

Assessments & Surveys

- 360° Assessment Instruments
 - Customized
 - Tailored
 - Off-the-shelf
- Authorized Partner Everything DiSC®
- Authorized Partner The Five Behaviors of a Cohesive Team™
- Other Wiley Products
- Organizational Assessments & Other Assessment Instruments
- Surveys
 - Culture & Climate
 - Customer
 - Diversity & Inclusion
 - Organizational Change
 - Employee Engagement/Employee Opinion
 - Other surveys as requested

Keynote Presentation Topics

- Change Management
- Diversity & Inclusion
- Employee Engagement
- HR
- Innovation
- Leadership
- Mission & Vision Alignment
- Learning & Development
- Other topics as requested

ABOUT US

Value Proposition

H-C-H partners with clients who want to achieve organizational excellence by enhancing employee performance, and creating a highly engaged and aligned diverse workforce. Our customized solutions and services enable clients to exceed their

goals, strengthen their competitive advantage and build better workplaces. Moreover, the experience, methodology and technology that we use to implement our solutions and services lead to individual, team and organizational success for our clients and their employees.

Hicks-Carter-Hicks, LLC (H-C-H) is an award-winning, full-service performance improvement company committed to helping our clients enhance employee performance, create a more inclusive and productive work environment, and implement positive change that yields the highest return on your investment, and far exceeds your expectations.

We believe that the right people, with the right skills, doing the right things in the right environment can create a better workplace—and better results—for all stakeholders. We know that in taking time to listen to your concerns we're better able to assess your employees and your culture to customize solutions that will benefit all stakeholders. Building a deep understanding of your business means we can help you recognize what those "right" factors are, and put the "right" processes, systems, and programs into practice.

Whatever your needs—whether human resources, management consulting, change management, strategic planning, diversity and inclusion, training and development, coaching, assessments, surveys and/or meeting facilitation—you can rely on H-C-H's experience, flexibility, top talent and unwavering commitment to 100% customer satisfaction in every assignment. That's the H-C-H difference.



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 collaborating with clients in their efforts to manage change, create an inclusive work environment and develop a highly skilled, engaged workforce.



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



CMA

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



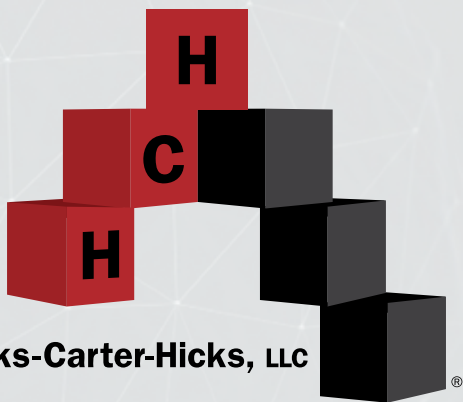
Westfield Insurance





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.

GREATER CINCINNATI WATER WORKS



Hicks-Carter-Hicks, LLC

How can we help you? Call us today or view our website for further information.

314-260-7587 ■ 800-396-2402 ■ www.h-c-h.com

HELPING CLIENTS

Build Better Workplaces™