



*Helping Clients Build Better Workplaces™*

**Capabilities:** Hicks-Carter-Hicks, LLC is an award-winning, full-service performance improvement company established in 1999. Our primary purpose is to provide business solutions, services, and expertise that enable our clients to achieve organizational excellence by enhancing employee performance, improving work processes, and creating a workplace that is diversity-friendly, equitable, inclusive, and productive. The benefits of doing business with us are greater than the cost of our services and solutions. This is the Hicks-Carter-Hicks difference and our value proposition. For more information about our company and the services/solutions that we provide, see the following information, and visit our website at [www.h-c-h.com](http://www.h-c-h.com).

#### Learning & Development

- Coaching (Individuals, Teams, and Workgroups)
- Leadership Development Training
- Diversity, Equity, and Inclusion Training
- Unconscious Bias Training
- Various Professional Development Seminars
- Online Learning & Development
- Curriculum Development
- Simulations

#### Surveys, Assessments & Organizational Research

- 360s / Employee Assessments
- Competency Assessments
- Authorized Partner of Everything DiSC® & The Five Behaviors of a Cohesive Team™
- Surveys: Culture; Climate; Diversity, Equity, and Inclusion; and Employee Engagement
- Diversity, Equity & Inclusion Audits
- Focus Groups, Listening Sessions, and Interviews

#### Consulting

- Management
- Human Resource Management
- Diversity, Equity, and Inclusion
- Organizational Development / Change Management
- Strategic Planning

#### NAICS Codes

- 541611 – Administrative Management & General Management Consulting
- 541612 – Human Resource Consulting
- 541618 – Other Management Consulting
- 541690 – Other Scientific & Technical Consulting
- 611430 – Professional and Management Development Training

#### Certifications

- Women Business Enterprise (WBE) (WBENC)
- Women-Owned Small Business (WOSB)
- Disadvantaged Business Enterprise (DBE)
- Minority Business Enterprise (MBE)

#### Awards & Recognition

- **Class of 2019 Enterprising Women of the Year Honoree** - *Enterprising Women Magazine*
- 2018: **Power 100 (Game Changer Award)** – *Delux Magazine*
- 2018: **Most Influential Business Women Award** - *St. Louis Business Journal*
- 2018: **WBE Who Rocks** - *MBE Magazine*
- 2017: **Entrepreneur of the Year** - St. Louis American Foundation
- 2010 - 2019: **Salute to Excellence in Business Award** - St. Louis American Foundation
- 2014: **Diverse Business Leaders Award** - *St. Louis Business Journal*

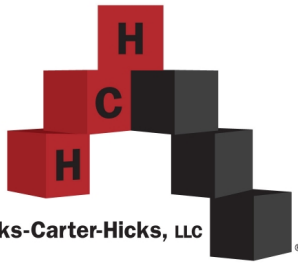
#### Contact Us

##### Headquarters:

Hicks-Carter-Hicks, LLC  
 12747 Olive Boulevard, Suite 300  
 St. Louis, MO 63141  
 Office: 314-260-7587 ■ Fax: 866-311-2305  
 Email: [info@h-c-h.com](mailto:info@h-c-h.com)  
 Website: <http://www.h-c-h.com>

##### Branch Office Location:

201 East 5th Street, Suite 1900  
 Cincinnati, OH 45202  
 Office: 513-277-0607 ■ Fax: 866-311-2305



## Helping Clients Build Better Workplaces™

### Differentiators

- Value Proposition: ROI-based consulting, coaching, and training services
- Performance-based training solutions and services
- Hicks-Carter-Hicks Leadership Academy™ (An online, blended, and classroom learning experience for supervisors, managers, and directors)
- Comprehensive Change Management Model known as PMIRS™ (Consult, Implement, Teach, and Trainer-The-Trainer Certification)
- Qualitative & Quantitative (Q2™) Organizational Assessments and Employee Surveys
- Award-winning performance—recognized by clients, strategic partners, and the community



### Testimonials

- “Because of the efforts of Hicks-Carter-Hicks, the District was able to provide a different approach to how we develop our leadership.” **Vicki Taylor Edwards - Metropolitan St. Louis Sewer District**
- “Hicks-Carter-Hicks creates value; they strive for excellence; and the company’s owner is always accessible to clients.” **Daphanie Pointer - Bayer**
- “I am very pleased with all the services provided by Hicks-Carter-Hicks. Hicks-Carter-Hicks delivers high-quality work on time.” **Dr. Mark Whitmore - Westfield Insurance**
- “They are exceptional in their field, and they deliver outstanding service and results.” **Margie Anderson - Metropolitan Sewer District of Greater Cincinnati**
- “Hicks-Carter-Hicks always brings its A-game.” **Bill Barnhill - Greater Cincinnati Water Works**
- “Hicks-Carter-Hicks takes a systems view to challenging issues and works to resolve them for the long term.” **Dan Bean - Colarelli, Meyer and Associates (CMA)**
- “Hicks-Carter-Hicks possesses expert-level skills for developing diversity and inclusion strategies, facilitating and guiding group meetings, synthesizing information into a useful format, and working with executive leadership teams.” **Mark Murtha - Enterprise Bank & Trust**
- “Superstars” **Deborah Cooper – Nonprofit Services Center**

### Past & Present Performance

- Ameristar St. Charles, MO
- Barnes-Jewish Hospital
- Bayer
- The City of Cincinnati, OH
  - ◇ Greater Cincinnati Water Works
  - ◇ Metropolitan Sewer District of Greater Cincinnati
- Colarelli, Meyer and Associates (CMA)
- Colorado Springs Utilities
- Commerce Bank
- COUNTRY Financial
- Department of Interior / Bureau of Reclamation (Subcontractor)
- Department of Veterans Affairs
- DuPont
- Edward Jones
- Enterprise Bank and Trust
- Exelon Corporation
- Express Scripts
- Federal Reserve Bank of St. Louis
- Louisville Metropolitan Sewer District
- Macy’s
- Mercy
- Metropolitan St. Louis Sewer District
- Missouri Department of Transportation
- Missouri Higher Education Loan Authority
- Nationwide
- NIKE
- SSM Health
- Saint Louis Community College
- Washington University in St. Louis
- Westfield Bank and Westfield Insurance

(Over)