



Helping Clients Build Better Workplaces™

Capabilities Statement: Hicks-Carter-Hicks, LLC is an award-winning, full-service performance improvement company that helps clients build better workplaces. We collaborate with clients who want to improve employee performance, strengthen employee commitment, foster inclusive workplaces, and successfully manage change to transform workplace cultures. Our company has been in business for over 25 years, providing services/solutions globally. The services/solutions provided by our company are ROI-based and focused on improving the triple bottom line (profit, people, and planet). This is the Hicks-Carter-Hicks difference and our value proposition. For more information about our company's services/solutions, see the information below and visit our [website](#) and [LinkedIn](#).

Learning & Development

- Coaching (Individuals, Teams, and Workgroups)
- Leadership Development Training
- Curriculum Development
- Inclusion, Belonging & Access Training
- Unconscious Bias Training
- Various Professional Development Seminars
- Online Courses
- Simulations

Surveys, Assessments & Organizational Research

- Surveys: Culture/Climate; Customer; Employee Engagement; and Inclusion, Belonging, & Access
- Focus Groups, Listening Sessions, and Interviews
- Authorized Partner for Everything DiSC® & The Five Behaviors of a Cohesive Team™
- Inclusion, Belonging, Access & Unconscious Bias Organizational Assessments/Audits
- 360s / Employee Assessments

Consulting

- Organizational Development & Change Management
- Management
- Human Resource Management
- Inclusion, Belonging, and Access
- 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's Business Enterprise (WBE)
- Women-Owned Small Business (WOSB)
- Disadvantaged Business Enterprise (DBE)
- Minority Business Enterprise (MBE)

Awards & Recognition

- 2023: **Distinguished Alumni Award** - University of Missouri-St. Louis (UMSL)
- 2021: **Leader of Distinction Honoree** - YWCA
- **Class of 2019 Enterprising Women of the Year Honoree** - *Enterprising Women 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

Contact Us

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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 directors, managers, supervisors, and individual contributors)
- Comprehensive Change Management Model known as PMIRS™ (Consult, Implement, Teach, and Trainer-The-Trainer Certification)
- Qualitative & Quantitative (Q2™) Organizational Assessments and Employee Surveys
- Global Diversity, Equity & Inclusion Benchmarks Licensee (The Centre for Global Inclusion)
- Award-winning performance



Testimonials

- "Because of the efforts of Hicks-Carter-Hicks, the District was able to provide a different approach to developing 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 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 Casino Resort Spa - St. Charles, MO
- Barnes-Jewish Hospital
- City of Cincinnati, OH
 - Greater Cincinnati Water Works
 - Metropolitan Sewer District of Greater Cincinnati
- Colorado Springs Utilities
- Commerce Bank
- COUNTRY Financial
- Department of Veterans Affairs (Kansas City VA Medical Center)
- Easterseals Midwest
- Edward Jones
- Enterprise Bank and Trust
- Federal Public Defender Office
- Hampton Roads Sanitation District (HRSD)
- Hazelwood School District
- Louisville Metropolitan Sewer District
- Macy's
- Mercy Hospital St. Louis
- Metropolitan St. Louis Sewer District
- Missouri Department of Transportation
- Nationwide
- Nike
- NISA Investment Advisors
- Novus International
- Reinsurance Group of America (RGA)
- Saint Louis Community College
- St. Louis County Library
- SSM Health
- Washington University in St. Louis
- Westfield Bank and Westfield Insurance

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