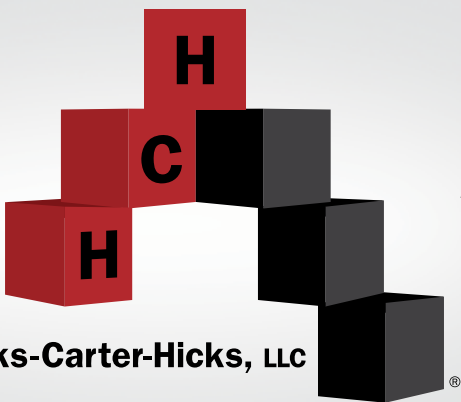


Consulting ■ Coaching ■ Learning & Development ■ Surveys & Assessments ■ Interactive Online Solutions
Meeting & Program Facilitation ■ Authorized Partner Everything DiSC® & The Five Behaviors of a Cohesive Team™

HELPING CLIENTS

Build Better Workplaces™



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



Fast Facts

- Headquartered in St. Louis, Missouri.
- Gloria Carter-Hicks, President, CEO & 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

- Civility & Respect
- Continuous Improvement
- General Management
- Human Resources (HR)
- Organizational Development / Change Management
- 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 & Listening Sessions
- 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
 - Climate & Culture
 - Other
 - Community & Customer
 - Employee Engagement/Employee Opinion
 - Organizational Change

Keynote Presentation Topics

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

ABOUT US

Value Proposition

Our customized solutions and services enable clients to exceed their goals, strengthen their competitive advantage, and build better workplaces. Moreover, our experience and methodology for delivering our solutions and services lead to an improved Triple Bottom Line (Profit, People, and Planet).

Our Philosophy for Collaborating with Clients

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 workplace, and implement positive change that yields the highest return on investment.

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 by taking time to listen to your concerns, we can better assess your employees and your culture to customize solutions that will benefit all stakeholders. By building a deep understanding of your business, we can help you recognize those “right” solutions and put the “right” processes, systems, and programs into practice.

Whatever your needs—whether HR, organizational development, change management, strategic planning, DEI, training & development, coaching, organizational & employee assessments, surveys, meeting & program facilitation, and/or keynote presentations—you can rely on H-C-H’s experience, flexibility, top talent, and unwavering commitment to excellence in every assignment. That’s the H-C-H difference.



Vision

Our VISION is to be viewed worldwide as the leading performance improvement company.

Mission

Our MISSION is to facilitate organizational excellence by helping clients create a highly effective and welcoming workplace, implementing transformational change, developing talent, and instituting people-first policies and practices that are fair for all employees.



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.



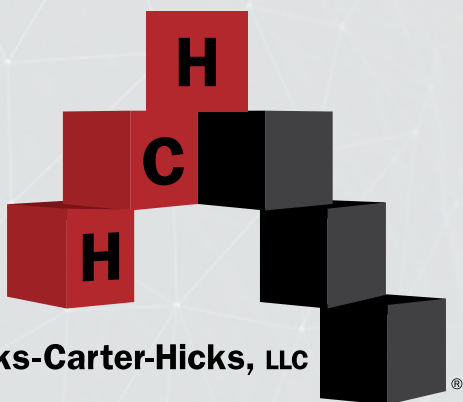
Westfield Insurance





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



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

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