Hicks-Carter-Hicks, LLC SM

Helping you to

Build a Better Workplace

CONSULTING • COACHING • TRAINING & DEVELOPMENT • FACILITATION

A huge thanks for a job well done.

Lora Wilson, Director
of Human Resources
Brown Shoe Company

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 firm committed to helping you develop your employees while creating a more efficient and productive work environment.

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, training, coaching, 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 creates 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 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 firms stand by this promise. That's the H-C-H difference.

H
C
H

Hicks-Carter-Hicks, LLC SM

Building A Better Workplace

Business Solutions & Services

Tools That Help You Build A Better Workplace

Consulting

- Continuous Quality Improvement
- Human Resources
- Organizational Development
- Performance Management
- Strategic Planning
- Workplace Diversity

Coaching

- Individuals
- Teams

Training & Development

- Diversity and Respect in the Workplace
- Employment Regulations
- Leadership Development Programs
- Other training programs including E-Learning Programs

Facilitation

- Large and Small Meetings
- Maximizing Group Dynamics

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 topics as requested

Inscape Publishing Products

Hicks-Carter-Hicks℠ uses and sells Inscape Publishing products, which are research-based assessment instruments used to assess behaviors in the workplace. In addition, these instruments are used for coaching and training individuals and/or teams. Hicks-Carter-Hicks℠ is an authorized Inscape Publishing distributor. For more information about additional assessment products, visit our website at www.h-c-h.com. The following list represents a sample of the Inscape Publishing products that we use and sell:

Everything DiSC®

The *Everything DiSC® Facilitation System* is built on a series of Insight Modules that help facilitate specific outcomes or "insights," using a broad range of DiSC-based reports and tools.

The *Everything DiSC Facilitation System* includes pre-assembled course outlines on a number of topics, including Communication, Conflict, Interpersonal Effectiveness, Management Effectiveness, Sales, and Team Effectiveness. You'll also get tips on building your own custom course outline.

Everything DiSC® DVD

The *Everything DiSC® DVD* is the video companion to the *Everything DiSC Facilitation System*.

DiSC® Classic

IMPROVING COMMUNICATION AND REDUCING CONFLICT

With 30 years of proven reliability and over 40 million users, *DiSC® Classic* remains the most trusted learning instrument in the industry. Designed to complement and supplement existing training programs, *DiSC Classic* can help improve communication, ease frustration and conflict, and develop effective managers and teams.

DiSC® PPSS

APPLYING DiSC® TO WORK SETTINGS

DiSC® PPSS provides individuals and teams with detailed, personalized information to help them apply DiSC learning in a variety of business applications. It offers a wide range of practical interpretive reports that help people improve their effectiveness in sales, management and customer service.

DiSC® Management Strategies

MANAGING PEOPLE, PROCESS, AND PERFORMANCE

DiSC® Management Strategies offers practical new strategies for effectively managing behavioral differences in today's fast-paced work environment.

DiSC® Sales Strategies

INCREASE SALES PERFORMANCE AND PROFITABILITY

DiSC® Sales Strategies can be used as a stand-alone program or as an addition to your current sales training to help sales professionals.

DiSC® Action Planners

TURNING INSIGHT INTO ACTION

If your organization has experienced DiSC® through *DiSC Classic* or another of Inscape Publishing's premier learning instruments, extend the power of DiSC with Inscape's DiSC Action Planners.

Discovering Diversity Profile®

EXPLORE DIVERSITY ISSUES IN FOUR KEY AREAS

The *Discovering Diversity Profile®* helps employees learn how they respond to workforce diversity issues and where they need to develop increased understanding. It is the foundation on which effective communication, acceptance and teamwork can be built. This self-directed learning instrument provides a safe, confidential way for employees to explore the complex issues surrounding diversity in four key areas:

- Knowledge
- Understanding
- Acceptance
- Behavior

Hicks-Carter-Hicks, LLC SM

Building A Better Workplace

www.h-c-h.com

Inscape Publishing Products

Adventures in Attitudes®
EMPOWER EMPLOYEES TO CHOOSE THEIR OWN ATTITUDES
Adventures in Attitudes® is designed to help people understand that they can choose how to perceive and respond to events around them, and that it's in their control to change a negative outlook to one that's positive.

Personal Listening Profile®
DISCOVER THE IMPACT OF DIFFERENT LISTENING APPROACHES
Behavioral research shows that people approach listening with different purposes and with different motivations related to achieving that purpose. The *Personal Listening Profile®* is a self-directed learning instrument that helps people discover their preferred or most natural approach to listening as they gain insight into the different listening approaches of others.

Team Dimensions Profile
DISCOVER THE RIGHT ROLES FOR THE RIGHT PEOPLE
The *Team Dimensions Profile* is a unique self-directed learning instrument that helps individuals work from their strengths by identifying their most natural team role. The five roles include Creator, Advancer, Refiner, Executor, and Flexer.

Time Mastery Profile®
TAP INTO A POWERFUL TOOL FOR SELF-ASSESSMENT
The *Time Mastery Profile®* is a unique tool that provides people with a complete self-directed assessment of their current time management effectiveness.

Work Expectations Profile
EXPLORE 10 KEY EXPECTATIONS
The *Work Expectations Profile* helps people explore 10 work expectations that impact today's employment relationships.

INTRODUCING THE EPIC EDGE
EPIC (Electronic Profile Information Center) is an online platform that provides a simple way to deliver Inscape's most advanced learning instruments via the Internet. From added features to an enhanced narrative style, EPIC-based profiles offer advantages even Inscape's paper instruments can't match — this is what we call the "EPIC Edge."

Through EPIC, organizations can use their training time more effectively. Employees can complete their assessments online in advance of training sessions, ensuring that every minute of training time is used to its full advantage. Plus, the EPIC system takes care of scoring the profiles, saving time and increasing accuracy.

Note: The assessment instruments are also available in paper format.

inscape publishing
authorized distributor

Assessment, Survey & Focus Group Services

Hicks-Carter-Hicks℠ offers assessment instruments and surveys in multiple languages and various formats, e.g., online, paper and pencil, or a combination of both. Assessments are tailored to match the organization's competencies, and surveys and focus groups are designed to fit the organization and situation.

- 360 Degree Assessment Instruments
- Organizational Assessments
- Surveys
  - **Diversity**
  - **Employee Opinion**
  - **Organizational Change**
- Professionally Facilitated Focus Groups

Vision

To be recognized worldwide as the leading provider of business solutions that meet and exceed our clients' expectations to enhance employee performance.

Mission

To develop customized, creative solutions for our clients that will strengthen the skills and performance of their employees, improve the quality of their work, and maximize business results.

www.h-c-h.com

Hicks-Carter-Hicks, LLC

Building A Better Workplace

SM

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…

"A huge thanks for a job well done. We continue to hear wonderful things about the training sessions."

Lora Wilson, Director of Human Resources
Brown Shoe Company

"We have received numerous positive comments about the workshop."

DuPont

"Your feedback in the role play, the Leader Debrief and your written summary were excellent."

Ann Walker, Team Leader
Leadership Development Center
Edward Jones

"Ms. Carter-Hicks has a wonderful ability to connect with her class participants."

Metropolitan St. Louis Sewer District

"You kept me interested and thinking about ways to apply the class information to my own life. Great job by the facilitator – very thorough with explanations."

The Vandiver Group

H
C
H

Hicks-Carter-Hicks, LLC SM

Building A Better Workplace