

Organizational Capability Profile

Human Resource Development Consulting Services

**P. O. Box 20846, Mt. Washington, MD 21209
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MOTTO

“ We endeavor to bring quality, cost-effective services to each of our clients to achieve practical solutions that eliminate real problems.”

MISSION STATEMENT

Maximizing the human resource capabilities and potentials of individuals, teams, and organizations.

BUSINESS STRATEGY

Committed to delivering client-tailored, cost effective organizational development interventions that fosters a learning culture that will activate a high performing organization.

CAPABILITY AREAS

- **Leadership & Workforce Development**
- **Strategic-Focused Executive Coaching Services**
- **On-Line Leadership Assessment Services**
- **360 Leadership Assessment & Feedback**
- **Organizational Culture Assessment**
- **Emotional Intelligence as a Success Factor**
- **Optimizing Team Effectiveness**
- **LNCB Simulation - OD Intervention**
- **Change Management Training**
- **Management Effectiveness Audits**
- **Career Strategies in Today's Workplace**

CAPABILITY AREAS

- **Optimizing Employee Engagement & Retention**
- **Career Transition Services**
- **Facilitating Diverse Team Performance**
- **Communications Styles**
- **Workplace Diversity Dialogues**
- **Performance Effectiveness Coaching**
- **Resolving Workplace Conflict**
- **Motivation & Attitude Training**
- **Community Leadership Development**

CLIENT ASSOCIATIONS

- **Department of Commerce**
- **Department of Treasury**
- **National Leadership Institute**
- **U.S. Coast Guard**
- **Center for Creative Leadership**
- **National Forum For Public Administrators**
- **National Ocean Services**
- **Federal Reserve Bank**
- **Federal Executive Institute**
- **Roosevelt Thomas Training & Consulting**

CLIENT ASSOCIATIONS

- **Blue Cross & Blue Shield**
- **U.S. Department of Agriculture**
- **Fairfax County Public Schools**
- **Health & Human Services**
- **Gulf Oil, Exxon, & Mobil Oil Corporations**
- **Columbus Human Relations Commission**
- **Baltimore City Council**
- **Bethany Presbyterian Church**
- **Community Justice Action Network**
- **Meharry Medical College**

CLIENT ASSOCIATIONS

- **Anne Arundel Medical Center**
- **The Johns Hopkins Hospital & University**
- **Fannie Mae**
- **Lee Hecht Harrison / Drake Beam Morin**
- **Environmental Protection Agency**
- **Veterans Affairs Administration**
- **Visa / Inovant Corporation**
- **Nuclear Regulatory Commission**
- **National Security Agency**

Charles Hicks, II, Ph.D.

Leverages a composite of thirty-five years of preparation, experience, & accomplishments into building your organization's capability and expanding capacity towards the fulfillment of it's vision, mission, and values.

CAREER ASSIGNMENTS

- ***Sr. Executive Coach***
- ***Sr. Organizational Development Consultant***
- ***Career Development Consultant***
- ***Executive Coaching / Assessor***
- ***Feedback Specialist / Trainer***
- ***Executive Assessment Consultant***
- ***Career Management Coach***

CAREER ASSIGNMENTS

- *Team Facilitator*
- *Adjunct Professor*
- *Sr. Human Resource Development Spec.*
- *Career Center Director*
- *Counseling Psychologist*
- *Internal HRD Consultant*
- *Assistant Professor*

CREDENTIALS

- **Post-doctoral work in Group Psychotherapy, St Elizabeth's Hospital, Washington, D.C.**
- **PH.D., Counselor Education / Social Psychology, Ohio State University, Columbus, OH**
- **M.A., Counseling and Guidance, Ohio State University, Columbus, OH**
- **B.S., Industrial Education, Central State University, Wilberforce, OH**