

# About *Hilton & Associates Consulting Inc.*

*“We Develop People, Leaders and Teams - that Create Outstanding Results.”*

Since 1988 Hilton & Associates has focused on improving our clients' results – and nothing else. **We work with our clients and employees to improve the way they work so that they get the *best* results possible.** If you want teams that work; excellent customer service; forward thinking and committed managers; and top performance from all of your employees, we can help.

## OUR SERVICES INCLUDE:

- ✓ Key Note Presenter and Speaker – *provoactice, interactive, effective and entertaining*
- ✓ Facilitator - training sessions – *educating your team on how to deliver outstanding results*
- ✓ Facilitator - planning sessions – *ensuring your team has **focus** and **direction***
- ✓ Change Management – *ensuring people make the transition for point **A** to **B***
- ✓ Organizational Development Consulting – *where is your **point B** – what is your destination? How will you get there? What is your strategy?*
  - ❑ **Performance Review Systems - That Work** – *without feedback nothing change*
  - ❑ **Delivering Customer Service Excellence** – *benchmarking success – setting the standards so everyone knows what to expect and what to deliver*
  - ❑ **Corporate Culture Surveys** – *determining employee attitudes and perceptions*
  - ❑ **Team-Building** – *strengthening the “weakest link”*
  - ❑ **Goal Setting** – *Performance planning – what gets measured gets done*
  - ❑ **Communication & conflict skills** – *it's not **what** you say but **how** you say it*
- ✓ Management & Employee Development Training – *strengthening your team's core competencies of results, teamwork and service orientation – increase responsibility and accountability*
- ✓ Leadership Development – *the speed of the leader determines the speed of the team*

## OUR CLIENTS INCLUDE:

### Public Sector Union

- ✓ The Abbotsford School District
- ✓ The City of Prince George
- ✓ Washington State University
- ✓ Birks Jewelers
- ✓ Bayer Inc.
- ✓ Canada Post
- ✓ BCIT
- ✓ The University of zbritish Columbia
- ✓ The District of Mission
- ✓ The District of North Vancouver FD
- ✓ York University
- ✓ BC Governement Employees
- ✓ The Corporation of Delta
- ✓ The City of Port Moody
- ✓ Island County Public Works Wa.

### Private Sector Union

- ✓ MTU Maintenance Canada  
A Division of Daimler Chrysler Aerospace
- ✓ HY Louie – The MARKETPLACE IGA chain of stores

### Private Sector Non-Union

- ✓ Craftsman Collision
- ✓ Omega Nutrition
- ✓ Knelson Concentrators
- ✓ Thrifty Foods
- ✓ Singleton Urquhart
- ✓ Neptune Foods
- ✓ PMC Sierra
- ✓ Papertech
- ✓ BC Construction Association
- ✓ Maritime Life
- ✓ HY Louie – The MARKETPLACE IGA chain of store

