

HILTON & ASSOCIATES CONSULTING INC.

“We develop people, leaders and teams - that create outstanding results.”

Since 1988 we have provided training and consulting to public and private sector organizations throughout British Columbia. We are in the business of helping our clients *“develop people, leaders and teams that create outstanding results.”* Our approach is to help you find creative, innovative solutions that ensure your organization moves forward towards the results you need and want. Results produced must meet the ever-changing needs and expectations of your stakeholders, customers, employees and shareholders alike. We focus on helping you develop and implement systems and processes that increase trust, communication and cooperation on the team.

We customize both the content and delivery of our workshops and our products and services to meet your needs. People acquire practical tools to solve internal *and* external challenges and issues, and learn how to use them.

And finally, we work with you to ensure the organizational culture supports and encourages individuals and teams to apply their new skills on the job.

Delivering Customer Service Excellence

Successful businesses see their primary purpose as “serving the customer” - by understanding their needs and meeting them. *Continuous improvement* must be the name of the game. Participants develop the attitudes, awareness and skills to deliver consistent, high quality customer service every day with internal and external customers.

Planning and Facilitation

Organizations need clear focus and direction. We help your team choose a path and create an action plan to get you *from where you are . . . to where you want to be*. We facilitate teams so they deal with the issues or blocks that stand in the way of the team working together and moving forward.

Dealing With Difficult Customers

We all run into customers (internal and external) with whom we have difficulty. Participants develop the awareness and skills to be their best during those challenging situations and resolve them productively.

Coaching for Higher Performance

Coaching is a multifaceted skill set focused on bringing out the best possible performance in others. Flexibility in approach and delivery is a key to success. Employees will learn to coach and be coached by co-workers at all levels.

Reasons or Results - YOU Choose

This class is a real eye opener for employees at all levels. Focusing on a uniquely effective approach to increasing responsibility and accountability so the tangible and intangible results for all stakeholders improve. This class offered to BC provincial government employees has been an unqualified success – selling out every offering.

Harnessing the Power of Conflict

Conflict is a normal and natural part of every working day. Unmanaged, it can fester and lead to stress, inefficiency and poor performance. Managed productively, it can be a catalyst for positive change and improved relationships. Participants gain the knowledge and skills to resolve conflict productively and remain “hard on the problem,” yet “soft on the person.”

Performance Counts!

Performance counts more than ever before. Top performance requires an integrated approach, from hiring through to annual reviews to discipline. By articulating clear performance standards, then measuring and monitoring progress, you overcome “status quo” thinking and support your employees to create the results they need and your organization wants.

Leadership Skills for Managers

Today the biggest part of “getting the job done” involves understanding and applying the difference between managing and leading. Assets and things are managed; people are lead. Your leaders will learn to more effectively lead your team to where you want to go. *Influencing people to take more productive action is the true measure of effective leadership.*

Service, Results & Teamwork Competencies

Service, results and teamwork competencies is an essential skill set that employees at all levels must master. We can help you create a culture that puts these competences front and centre in the work employees perform every day.