

Virtual Human Resource Services

Our Virtual Human Resource Services (VHRS) gives us an opportunity to assist clients in a very important phase of their company's growth. Through the VHRS program we work with small companies who have employees, but are not ready to develop an internal Human Resources Department. We act as an extension of the company by providing the necessary human resource expertise.

We believe in taking a proactive approach when providing our VHRS. Therefore, we do a lot of work initially to help organizations establish effective policies, procedures, and systems. Then we work side-by-side with the management to make sure all of their employees understand what is expected of them while they are members of the organization.

As members of our VHRS client family, companies are entitled to many services, including staff training workshops; systems, policy and procedure development; direct access to our experts for Just-in-time coaching/training. Companies receive the following services.

- o HR Strategy and Planning Development
- o Assistance with HR Compliance
- o HR Policies and Procedures Development
- o HR System Development
- o Interviewing and Selection Processes
- o Staff Development



Public Speaking

Our team of professionals are available to speak at large and small events for various types of audiences. We make sure we understand the audience, to share topics that meet their needs, and our interactive engaging style is used to connect directly with each person who attends.

We are available to do speeches, presentations, workshops, and participate as panelists.

We can provide public speaking for all occasions including:

- o Offsites
- o Business Conferences
- o Church Conferences
- o College Campuses
- o Community and Civic Groups
- o Professional Organizations
- o Seminars and Workshops
- o Staff Meetings

Passionately partnering with our clients

255 N. "D" Street, Suite 302
San Bernardino, CA 92401
Voice/Fax: 866.214.4557

E-mail: info@highergroundintl.com
www.highergroundintl.com



Higher Ground
International

*Passionately
partnering
with our clients*

**A UNIQUE
MANAGEMENT
CONSULTING FIRM**

About Us

Higher Ground International (HGI) is a unique Management Consulting woman/minority owned firm that is passionate about partnering with our clients to elevate their organizations to “*higher ground.*” Our diversified services are built on years of hands-on experience in public and private, large and small business environments interacting with senior management, as well as all levels of the organization in union and non-union work environments.

Whether inspiring leadership, educating individuals or developing creative approaches to increase the business effectiveness; HGI can provide a level of superior service that will position our clients to reach their “*higher ground.*”

We specialize in three key areas:

- o Learning and Development
- o Virtual Human Resource Services
- o Customized Organizational Strategies

Learning & Development

The Higher Ground International team provides a full range of learning and development services, including assessment, design and development, implementation, facilitation, and evaluation.

Business and Professional Development

- o Behavioral Social Styles
- o Change Management
- o Coaching & Mentoring Strategies
- o Communication Skills
- o Conflict Resolution
- o Cross-Cultural Relations
- o Customer Value, Service & Relations
- o Disability Awareness
- o Dynamics of Diversity
- o EEO Compliance
- o Effective Interviewing Techniques
- o Effective Meeting Management
- o Employment Discrimination Prevention
- o Facilitation Skills
- o Integrity and Professional Ethics
- o Leadership Development
- o Marketing & Partnering
- o Performance Management
- o Presentation Skills
- o Progressive Discipline
- o Project Management
- o Sexual Harassment Prevention
- o Supervisory Skills
- o Team Building & Group Processing
- o Telephone Skills
- o Time Management & Organization
- o Train-The-Trainer

Customized Organizational Strategies

We are passionate about helping our clients establish and maintain high quality standards and excellence, improve performance results, enhance revenue, and increase profits.

Our distinctive capability to analyze, plan, design, implement, evaluate and carry strategy development processes to their natural conclusion makes us a value-added and cost-effective support to our clients.

The *Higher Ground International* team is extremely adaptable in our approach to client needs and service variations. We pride ourselves on our ability to customize our processes for each client, to match geographical location, local cultural variations, educational backgrounds, historical perspective, and specific business needs. This makes our strategy, design, implementation, delivery and evaluation unique to each client.

We can provide the following strategy development processes and support services:

- o Board Development
- o Customized Professional Coaching
- o Customer Service
- o Process Development Improvement
- o Program Development
- o Team Building
- o Vision Mobilization