



# Corporate Profile



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➔ *...Developing the World's Greatest Resource*

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We help you,  
**help your people learn,  
change and grow.**

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## Corporate Profile

[www.dccintl.com](http://www.dccintl.com)

Welcome to **Development Consulting Center Limited (DCC)**. For over two decades we have helped organizations successfully navigate change, surpass growth targets and transform into better, more efficient versions of themselves.

Our human resource and organization development solutions are specifically tailored to meet your organization's needs. This promise has been tried, tested and proven by international firms across every major sector, including Fortune 500 companies.

Your team's transformation can be next. [Connect with us.](#)

**Your premier  
choice for expert,  
strategic and  
client-centered  
HR & organization  
development  
consultancy  
solutions.**



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# About our Company

Since 1997, DCC has provided human resource and organization development consultancy services to clients across all major sectors in 44 countries and counting. **Our firm was founded on the belief that all human beings have the intrinsic ability and desire to learn and thereby change.**



## **DCC** **'At A Glance'**

**Specialty**  
Organization  
Development

**Experience**  
24+ Years

**International Reach**  
44 Countries

**Client Base**  
All major sectors  
including Fortune 500  
firms

One of our core beliefs is that human capital is the greatest asset that any organization has at its disposal, and the development of this asset is necessary for the long-term success of the firm.

Furthermore, we believe that human resource development alone cannot create the levels of success and transformation that organizations seek after and need. For the results of human resource developmental initiatives to be effective and sustained, there must be a holistic approach to the organization.

All levels of the firm must be aligned with its vision, mission and values i.e. personal, interpersonal, leadership/managerial and organizational.

As a much sought-after, international consulting firm, DCC continues to support its clients through interventions and programs designed to catalyze the realization of their goals and objectives.

Our greatest satisfaction is to provide authentic and pleasant client experiences while we implement solutions specific to your business needs.



## Our Mission

To be the **preferred provider** of value-added human resource and organization development solutions to businesses in the Americas and Africa.

### How are we attaining this?



Being  
Client- Centered



Providing value-added,  
strategically focused,  
business solutions



Creating authentic and  
pleasant client  
experiences



# About Our Founder

Richard Solomon is Principal Consultant and Managing Director of Development Consulting Center Ltd., a firm he founded in 1997 which focuses on organization development. He is also CEO of Canza Consulting Guyana Inc. which similarly supports organization and human development within the South American market.

Mr. Solomon is a Management Psychology PhD candidate at the University of Trinidad & Tobago where his research is focused on work ethic and behavioral styles in the labor force of Trinidad and Tobago. He holds two Masters of Business Administration (MBAs) specializing in Organization Transformation and Strategic Human Resource Management.

As a change architect and strategist with over 25 years of experience, including that of an alignment specialist, Consultant and training development professional, he continues to support organizations through skilled consultancy, training and coaching.

He specializes in organization transformation, executive coaching, strategic HRM, strategic planning, Team building, leadership development and *Signature Service*.

In 2018 he wrote *The Signature Service Strategy (TSSS)*, CRM machine focused on aligning the business to the needs of the customers (VOC), leadership development, hiring right, empowerment, orientation and training and crafting the organization's culture, which gained the title of Amazon's #1 bestseller. TSSS is a revolutionary program that is today helping companies deliver VIP service to all their customers.

Through gained knowledge and skills, Mr. Solomon has been afforded the honour of serving on various boards, obtained memberships and directorship with organizations such as; National Training Laboratories (NTL USA) Institute For Applied Behavioral Science (Board member), Trinidad and Tobago Scout Association (an Executive member),



Richard Solomon  
Founder and Principal  
Consultant

PRVM Performing Arts Academy (Director) and Commonwealth Telecommunications Organization (CTO) UK (Development and Training program - Former member of the Management Committee).

Over the years he has been featured in "Who's Who in Trinidad & Tobago Business", various television and radio programs including "The Morning Brew/The Now Morning Show", Isaac 98.1 and Talk City 91.1FM (7am daily) a segment called, "View of Point", where he gives his daily perspective on social, political and human and organizational development issues locally and globally.

Visit [www.dccintl.com](http://www.dccintl.com) for our founder's full biography or connect on social - Richard Solomon (Facebook & LinkedIn) and @richardsolomon (Instagram).

# Our Team



**Roger St Hilaire**

**Consultant**

Experience: 20+ Years  
Expertise: ICT Strategy & Governance

Learn more about [Roger](#).



**Kathryn Jones - Douglas**

**Consultant**

Experience: 20+ Years  
Expertise: Human Resource Management & Facilitation

Learn more about [Kathryn](#).



**Shelly-Ann Aquí**

**Consultant & Small Business Coach**

Experience: 24+ Years  
Expertise: Business Management & Coaching

Learn more about Shelly.



**Terri-Ann Thompson**

**Associate Consultant**

Experience: 15+ Years  
Expertise: Strategic Communications & Marketing

Learn more about [Terri-Ann](#).



**Lisa Lewis**

**Administrator**

Experience: 10 Years  
Expertise: Business Management & Administration

Learn more about Lisa.



Our team of experts brings a unique combination of competence and experience across several specialist areas. Innovation is guaranteed in your business solution.



# Our Services



## Management & Leadership Development

- Supervisory Development
- Management Development
- Leadership Development
- Leading with Emotional Intelligence
- Employee Engagement Skills
- Performance Management Skills
- Executive Development



## Workplace Essentials

- Change Management
- Personality Analysis
- Project Management Training
- Business Communication
- Business Writing
- Stress Management
- B2B & B2C Sales Coaching



## Consulting

- Strategic Planning
- Organization Change Consulting
- Business process analysis/reengineering
- Executive Coaching
- Organization Research
- Teambuilding
- Job Analysis
- Governance
- Future Skills Projection
- HR Audits
- HR Policy Development
- Assessment Centers
- Performance Management Systems



## Online Learning & Assessments

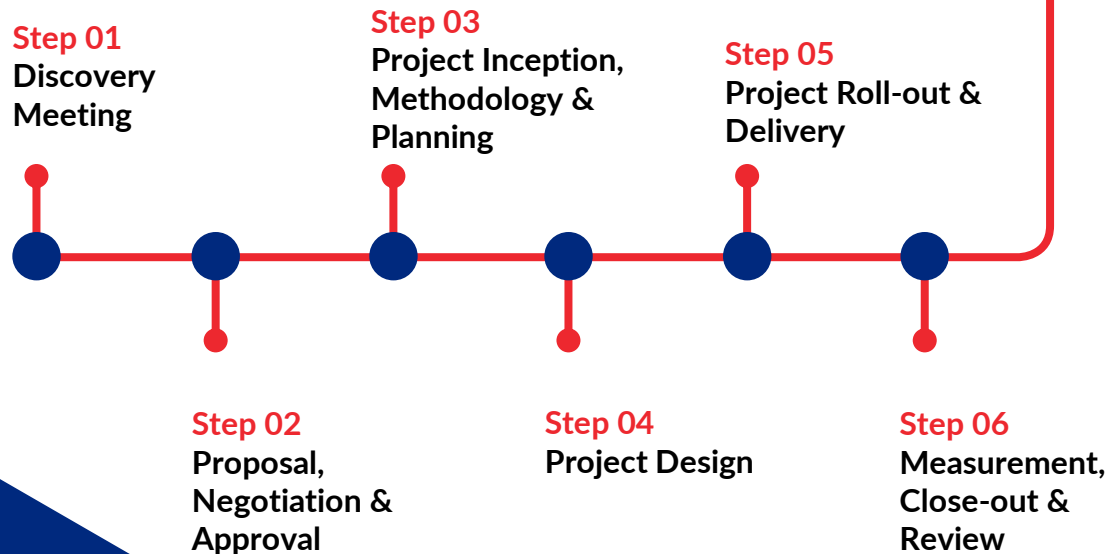
- Extended DISC Psychometric Assessments
- Myers Briggs Type Indicator
- 360-degree Assessments
- Sales Capacity Assessments
- Reasoning & Capability Testing (IQ)
- Hire Right (HR) DNA – Behavior based competency assessment for recruitment and selection
- The Strategic Performance Improvement & Knowledge Enabler (SPIKE) – One online solution for *Learning & Development, Compliance Management, Performance Management and Onboarding/Orientation*

## Our Signature Solution »





# Our work process - from discovering the challenges to organizational transformation



## 5 Reasons to trust us with your organization development process

➔ **2500+**

Executives & Leaders  
Trained

➔ **1600+**

Psychometric Assessments  
Completed

➔ **115+**

Collective years of  
Consulting Experience

➔ **44**

Countries  
Served

➔ **7**

Fortune 500  
Companies Served

## How we work is key to our business success and our clients' satisfaction.

DCC facilitated review and planning services for the Retail Banking Unit. The team **skillfully facilitated the intervention** for the management team and reported key findings which informed strategic and operational decisions. **We were very satisfied!**



Kurt Headley, Head of Retail



First Citizens



We have a **large client base** spanning the Caribbean, UK, North & South America & Africa.



We are **experienced at designing and delivering custom and innovative approaches** for a wide variety of clients.



We bring together the **best experts** for the job.



We are flexible, easy to work with and always aim to provide **Signature Service**.

## The Signature Service Strategy

# Great service *is* a great business strategy.



The Signature Service Strategy is the only approach you need to guarantee VIP-level service to all your customers



- Signature Service 8-Pillar Assessment
- Leading for Signature Service
- Delivering Signature Service
- Implementing Signature Service
- Organization Alignment & Transformation
- Culture Alignment
- Customer Journey Mapping
- Customer Research

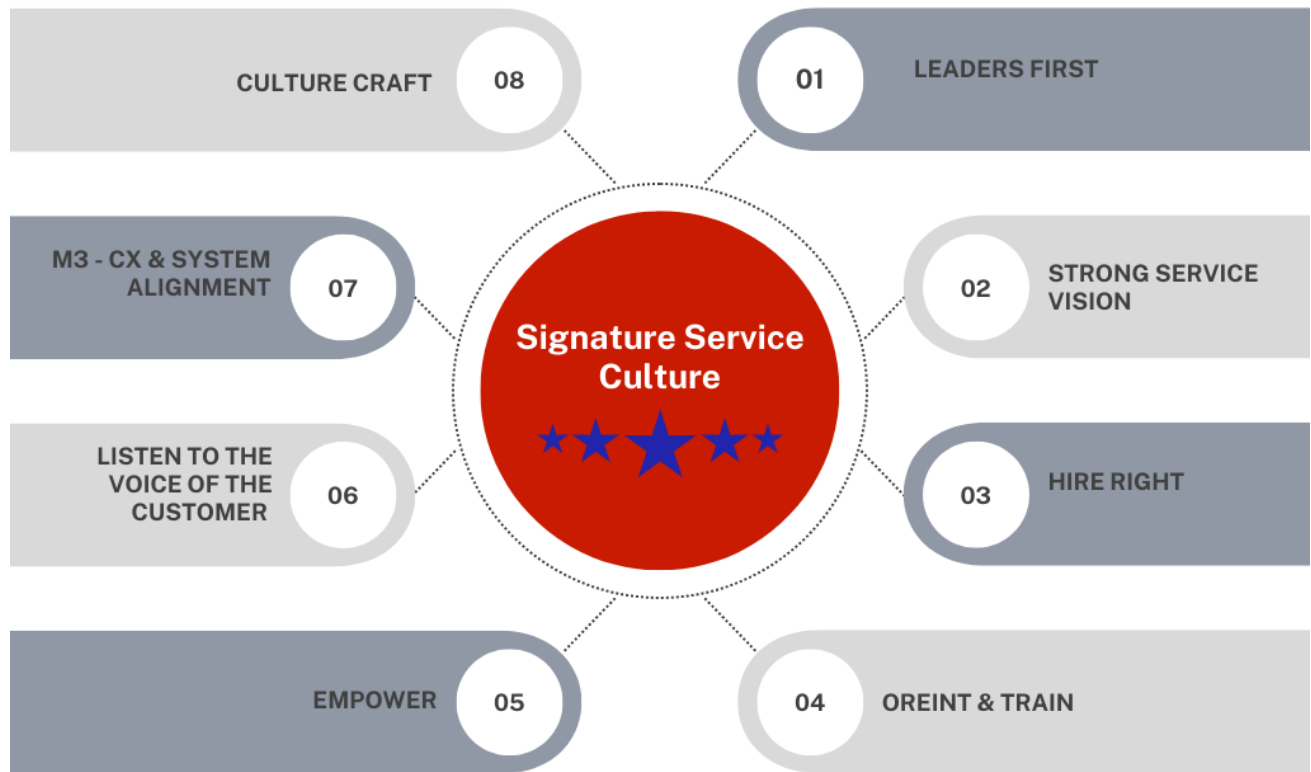
Purchase this [Amazon #1 Bestseller](#) TODAY or book a **free consultation** to learn more about implementing *Signature Service* at your organization.

## Our Bold Claim!
















It doesn't matter what business you are in you should only have – indeed you only *need* one overarching strategy. That is a strategic focus on and alignment to your customers' needs - *that's it!*

# The Signature Service Model

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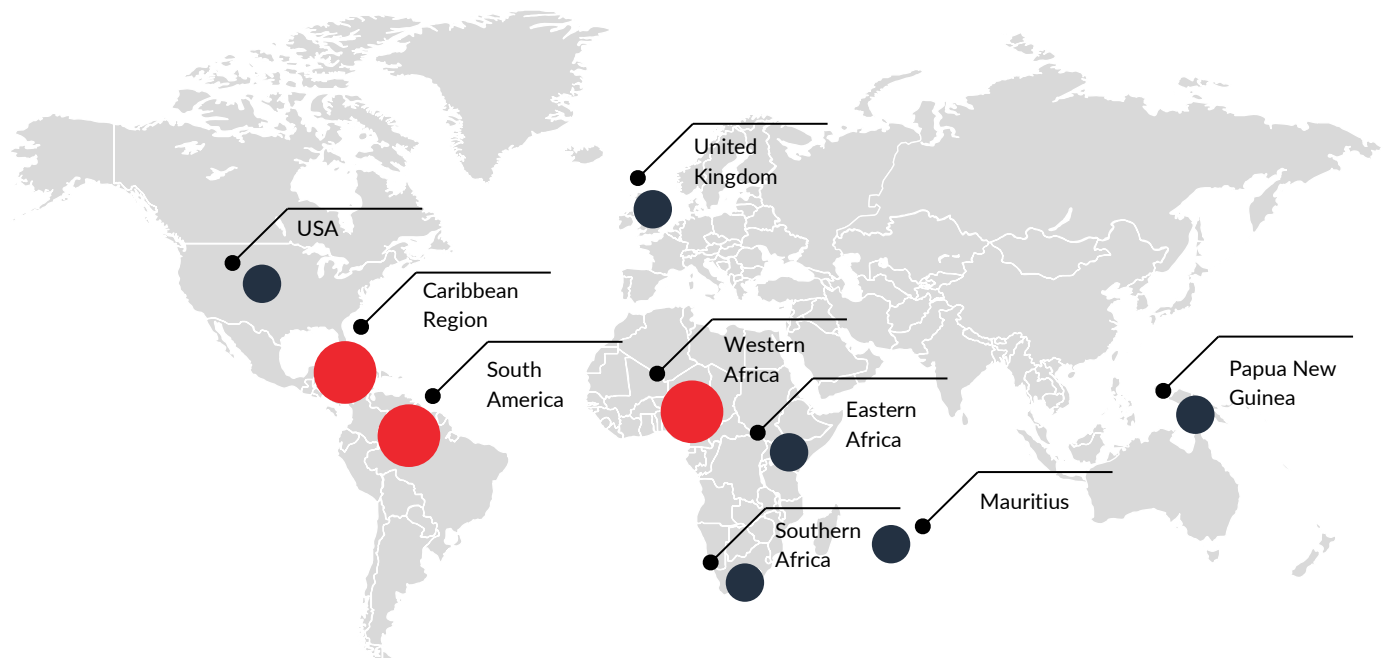
# Signature Service – Culture Components

Components/Stages								Outcome
 Leadership Sponsorship	 Service vision	 Hire Right	 Orientation & Training	 Empowerment	 Listen to VOC	 Mx3 Customer Experience	 Craft Culture	Signature Service Culture 
	Service vision	Hire Right	Orientation & Training	Empowerment	Listen to VOC	Mx3 Customer Experience	Craft Culture	False Starts 
Leadership Sponsorship		Hire Right	Orientation & Training	Empowerment	Listen to VOC	Mx3 Customer Experience	Craft Culture	Misaligned Efforts & Fizzle out 
Leadership Sponsorship	Service vision		Orientation & Training	Empowerment	Listen to VOC	Mx3 Customer Experience	Craft Culture	Poor Execution & Performance 
Leadership Sponsorship	Service vision	Hire Right		Empowerment	Listen to VOC	Mx3 Customer Experience	Craft Culture	Individual Ideals or Old Culture Prevails 
Leadership Sponsorship	Service vision	Hire Right	Orientation & Training		Listen to VOC	Mx3 Customer Experience	Craft Culture	Protectionism (Due to Low Trust) & Bottlenecks 
Leadership Sponsorship	Service vision	Hire Right	Orientation & Training	Empowerment		Mx3 Customer Experience	Craft Culture	Lost Bearings & Missed Opportunities 
Leadership Sponsorship	Service vision	Hire Right	Orientation & Training	Empowerment	Listen to VOC		Craft Culture	Disjointed Experience Varying Standards of Care 
Leadership Sponsorship	Service vision	Hire Right	Orientation & Training	Empowerment	Listen to VOC	Mx3 Customer Experience		Difficult to Create Lasting Change 





**Our reach is global!**  
**We have served clients in 44 countries.**



For over two decades we have delivered value to some of the most respected brands globally.

**Fortune 500 companies have trusted us, so can you!**

#### Civil Sector



#### Finance & Related Services



#### Utilities & Energy



#### Telecommunications



#### Manufacturing



#### Conglomerates



## Clients

# Don't just take our word for it. Here's what **our clients** say!



Methanex Trinidad has worked with DCC for the past 12 years on a variety of OD initiatives including employee engagement, career and leadership development. **DCC has consistently provided exceptional and professional support.** I have no hesitation recommending them.

”

**Adrian Vincent**  
Manager – Human Resources  
Methanex Trinidad



I have continued to utilize DCC's services across various companies due to the **impeccable quality of delivery, expertise, knowledge and a guaranteed return on investment.** Through the years DCC has partnered with me to assess specific needs and **deliver cost-effective approaches.**

”

**Renuka Ramlogan**  
Manager (former) – Human Resources  
Nestlé Trinidad & Tobago



DCC has been integral in influencing and promoting change and a positive team culture within the Sector through their Management and Leadership Training... **The DCC team is highly professional, courteous and readily available to provide support.**

”

**Adam N. Sabga**  
Sector Head – Construction Sector  
Ansa McAl Limited



DCC is an invaluable partner that will proactively work with you to develop the training required for success. **Passionate, engaging and motivating** are some descriptors best used to define their approach.

”

**Cindy-Ann Gatt**  
Director – Commercial Operation  
C&W Communications – Liberty Global

**Get the solutions  
you need to  
transform your  
organization today.**

Development Consulting Center Ltd.

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