

Candelaria Reyes Consulting helps improve organizational effectiveness through innovative training, consulting, and business improvement services customized to meet the client's specific needs. We bring value by partnering with executives to align people with organizational strategy, which results in their being **more effective, productive, aligned, engaged, and competitive.**

SERVICE OFFERINGS

CULTIVATING TALENT

Technical & Leadership Training
Leadership Coaching
Curriculum Development

FACILITATION

Business Process Improvements
Team Intervention/Diversity/Inclusion
Strategic Planning & Change

WHAT SETS CRC APART?

As the economy changes and the market evolves, a key driver is the talent that will deliver the business. CRC has developed diversified solutions and leverages expertise in organizational development, talent management, learning and change leadership. Our fit for purpose solutions easily integrate with a wide range of organizations in both the private and public sectors including METRO, City of Houston, Powell, Primoris Service Corp. Cigna, HISD, Harris County, The Council on Recovery, and University of Houston.

“Working with a small business allows the client to have a more involved voice, customized solutions, flexibility and responsiveness. CRC is intentional & leads with purpose.”

EXPERTISE

Candelaria Reyes Consulting is continually proven to be an industry leader for highly diversified organizational development services. Educational Background in Industrial Organizational Psychology, Business, Human Resources, Engineering & Construction

- DDI Facilitator, Crucial Conversations
- Stakeholder Centered Coaching
- Personality assessments such as DISC, MBTI, Birkman and Print
- Situational & Servant Leadership
- Prosci ADKAR Change Management certified

- ♦ **NAICS CODE:** 611430, 541618, 541612, 541611
- ♦ **NIGP CODE:** 917-10, 918-06, 21, 38, 66, 83, 85, 90, 924-16, 993-20
- ♦ **CAGE CODE:** 7M6Q9
- ♦ **DUNS NUMBER:** 080248084

CERTIFICATIONS

- ♦ METRO SBE, HMSDC
- ♦ City of Houston MBE, WBE
- ♦ WOSB

MEET THE OWNER

Diana Candelaria Reyes is an organizational development consultant with close to 20 years of experience in aligning people with organizational strategies. Her passion for developing people paired with her commitment to client success, are evident through her life's work. Her expertise has been demonstrated in over 50 countries and in multiple languages. Diana lives in Houston with her husband and two daughters and enjoys international travel, Latin dancing, and Zumba.

CLIENT PROJECTS

LEADERSHIP COACHING ENGAGEMENTS/ DIVERSITY/INCLUSION/ TEAM BUILDING

Clients realize that existing talent must be nurtured and mentored as the workforce matures and technology advances. CRC has worked with clients of various sizes and industries to develop the leadership skills of high-potential individuals, plan for future successors and talent, improve the odds that newly promoted managers would be successful, and help leaders resolve interpersonal conflicts between employees and teams.

Team Building Intervention

- Global client with 73,000 employees
- \$125K contract value, 5 year term
- Group gained a common framework to use when navigating conflict, change or in daily interactions with one another.

Executive Coaching

- Nationwide client with 6,500 employees
- \$50K contract value, 2 year term
- Within six months of working together, leader promoted from VP to SVP. Within 18 months, client identified as possible c suite candidate.

Inclusive Leadership

- Local Houston client with 4,000 staff; \$15K contract value, 4 year term
- Engaging workshops that explore implicit/unconscious bias. Introduction of mitigation techniques, advancing social justice and plans for application.

FACILITATION OF BUSINESS PROCESS IMPROVEMENT & STRATEGIC CHANGE

Effective leaders want to develop, motivate, and retain their talent while being productive and meeting the organization's goals. Having the right facilitator can ensure a group's objectives are met effectively, with clear thinking, good participation, and full buy-in from those involved. CRC has the ability to take a neutral stance; step back from the details; facilitate the flow of the group's ideas, solutions, and decisions; and use a process-based model that designs, plans, guides and controls, thus, allowing the organization to reach its true objectives.

Change Management

- Nationwide client with 22,000 staff
- \$25K, contract value, 5 year term
- Designed and implemented change mgmt. strategy for health and wellness program resulting in improved health stats and lower health costs

Business Process Improvement

- Global client with 40,000 employees, \$250K contract value, 2 year term
- Facilitated discussions across business units/functions to establish the appropriate KPI, explored and challenged ideas, and asked the questions that would drive the right behaviors, culture, and metrics.
- Worked to cascade and align goals across multiple owners creating a "shared accountability" that was vital to success. Methods included evaluating corporate and project performance, effectively gathering and disseminating information and establishing a clear link to achievement of strategic objectives.

TECHNICAL TRAINING

As industries continue their uphill climb through rapid technological growth, aging workforces, and generational gaps and changes, the need to capture and build technical competence has become urgent to leaders. Operations and support service groups aspire to build core functional competencies to remain competitive, improve performance, and be ready for the anticipated business growth. CRC provided a solution from inception to execution, which included needs analyses, instructional design, curriculum development, implementation, improvement cycle, and evaluation.

Project Manager Training

- , 6,500 employees, \$350K contract value, 3 year term
- Better management of change orders resulting in \$10M rev. year 1, solidifying client relationships and securing new business
- Stronger cost control resulting in improved margins
- Improved risk mgmt. producing smoother functional interfaces

Field Service Engineers (FSE) Certification Program

- Nationwide client 2,500 employees, \$200K contract value, 2 year
- 35% revenue growth in 3 years; \$2M savings: 700 How-to Videos, training material cycle time, and OJT labs
- 1000 FSE certified within 6 months of hiring instead of 2 year tribal knowledge generating improved margin and cycle time