



Quality Integrity Respect

Overview and Approach

Smiley & Co, Ltd. is a full-service twenty-year old firm that provides professional conflict resolution, assessment, investigation, facilitation, coaching and training services that are informed by our expertise in organizational development and change, equal opportunity law, diversity issues and dynamics, and psychology. We provide EEO/HR, management and OD services.

Our team has expertise and experience in process design and facilitation of small and large groups and multi-party stakeholder groups, including government-to-government and government-to-community. Our neutral services include processes for reaching agreements through mediation, facilitation, negotiation and informed consent. We are multicultural and bilingual.

Situations are our Specialty and ...

... creating growth opportunities from situations is our strength. Our team has the right mix of expertise, skills, knowledge and experience to assess and address situations arising in and between people, work groups, communities and organizations and to support planning and development.

We evaluate issues that play out--and plans that don't--to determine if better people skills, group skills or organizational processes are needed. With our knowledge of community, organizational, management, group and individual psychology, we look for strengths while we drill down to root causes so that our recommendations are the best right fit for the situation.

We have the skills and experience for working in diverse environments and with diverse professionals who live and work in a variety of indoor and outdoor environments.

8(a) Small Disadvantage Business

Smiley & Co, Ltd. is a Native American and Woman-Owned 8(a) SDB certified company with a 96% satisfaction rating.

DUNS

8008
17470

CAGE CODE

1D1X5

NAICS

541611
Management

541199
Investigation

541612
Assessment

541618
Facilitation

541620
Environment

541990
Family Court
Investigation

611430
Training
Coaching

611710
Education
Support

621330
Mental
Health

624190
Counseling

721191
Executive
Housing

Examples of Past Performance

Organizational Assessment and Report Preparation, Conflict Resolution, Facilitation and Development Services, involving Government-to-Government. Multi-party Consortium of U.S. Department of Agriculture's Agricultural Research Services, Delta Nutrition Intervention Research Initiative, six university research partners and three county/parish offices in Arkansas, Louisiana and Mississippi.

Diversity Readiness Assessment, EEO/AA Analysis and Report Preparation, Consultant to Diversity Council, Management Coaching and Region-wide Diversity Training, U.S. Fish and Wildlife Services and Colorado Springs Utilities.

Alternative Dispute Resolution Services, including Mediation, Group Conflict Resolution and Facilitation, Management Coaching & Effectiveness Assessment, Department of the Interior Bureaus of Reclamation and Indian Affairs.

Employee Performance Investigation, Organizational Change, Merging of Teams, Team Building, Strategic Planning, Department of the Interior Bureau of Reclamation and U.S. Fish & Wildlife Service, Colorado Regional Transportation District, Denver Water Department.

Federal-to-Tribal Government Training and Facilitation Services, Social Security Administration, U.S. Department of Agriculture Animal & Plant Health Inspection Services, U.S. Institute for Environmental Conflict Resolution Native Dispute Resolution Network.

Diversity and Compliance Management Training, Department of the Interior Bureaus of Land Management, Reclamation and Park Service, Department of Agriculture Forest Service.

Facilitation for Multi-Party Stakeholders, Denver Union Station Redevelopment EIS, Colorado State Highway 14 and Indian Boarding School Healing Symposium, NARF and CU Law School.

Smiley & Co, Ltd.

Hygiene, Colorado 80533-0211

<http://www.smileyandcompany.com>

carolyna@smileyandcompany.com

303-772-1714