

## **Established Change Management/Employee Engagement Consultant, Duke M.B.A.**

More than 20 years in change management and employee engagement with expertise in employee communications strategy and implementation. Currently an independent consultant with experience from Cap Gemini Ernst & Young, Edelman Change and Employee Engagement, and Kates Kesler Organizational Design. Broad industry exposure includes Food and Beverage, Pharmaceuticals, Healthcare, Retail, Agriculture and Financial Services. Vast experience in multiple change capacities including: VMV/culture transformations, mergers and acquisitions, C-suite transitions, and organizational redesign.

## **Professional Experience**

### **Independent Change Management/Employee Engagement Consultant**

**Sarasota, FL, October 2007-**

#### **Present**

Consult with executives on issues related to transformation, organization effectiveness and strategic communications. Support clients with their change management, employee engagement and communications needs.

- Partnered with Kates Kesler Organization Design for six years to conduct executive interviews, perform data analysis and organization assessments and help develop organization design output reports.
- Developed leadership guide for rolling out new operating model. Components included: leader key messages, case for change, activity timeline, role expectations, engagement tips and FAQs.
- Wrote scripts for CEO video and senior leader video series; raised awareness, increased understanding and built support for new operating model.
- Created online Organizational Change Management Toolkit for consistently managing change in client organizations.
- Created communications strategy and detailed plans for new technology implementations. Wrote executive messages and supporting content as needed.

### **VP, Edelman Change and Employee Engagement**

**Chicago, IL, April 2004-**

#### **August 2007**

Provided strategic counsel and direction to clients to help employees navigate organizational change and strengthen organizational commitment. Provided coaching to executives throughout change initiatives.

- Created an internal branding campaign to roll out client vision, mission and values to worldwide employees. Customized program to reflect local customs, culture and norms. Engaged mid-level managers to act as key communicators and brand ambassadors.
- Developed strategy and plans for multiple clients to help communicate and manage organizational restructuring resulting from outsourcing and M&A.
- Created employee communications strategy, plan and materials to communicate CEO transition. Positioned transition positively to minimize disruption of productivity. Focused on in-person communications. Established business case for change and a focus on the future.
- Produced annual employee meeting to help client communicate organization strategy and business objectives.

**Manager, Cap Gemini Ernst and Young  
March 2004**

**Atlanta, GA, September 1999-**

Counseled clients on change management and communication needs to ensure smooth implementation and acceptance of organizational change initiatives.

- Developed and implemented successful change management strategy for client technology implementations. Partnered with Human Resources managers to raise awareness, overcome objections, and secure support for new technology.
- Created and managed all communications for executive sponsors, key stakeholders, internal project team, and approximately 3000 end users. Coached sponsors on communications as needed.
- Organized and facilitated focus group sessions designed to solicit feedback on new technology.
- Created communications strategies and plans for multiple projects within single Data Warehousing implementation.
- Served as Team Lead on transformation project for 90-person Human Resources Department.
- Facilitated multiple client work sessions to identify most relevant performance measures for organizational success & key business drivers.

**Education**

M.B.A., Duke University: The Fuqua School of Business, 1999

B.A., Bowdoin College, 1993

**Community Involvement**

Board Member, The Bishop Museum of Science and Nature

Board Member, Saint Stephen's Episcopal School