

Emergent helps companies implement their business by providing organizational change leadership, strategic communications, and employee engagement solutions. We have partnered with a variety of companies across North America to deliver successful programs. Our clients range from small businesses to mid-market and Fortune 500 companies.

:: Initiatives We Support ::

We help companies implement their strategic business initiatives by focusing on the *People & Change* strategies required to achieve success. Below are examples of client initiatives we support.

Client Initiatives That We Support

- Systems Deployments
- Mergers / Acquisitions
- Process Reengineering
- Shared Services Transition
- Cost Transformations
- Workforce Reduction
- Offshoring & Outsourcing
- Corporate Restructuring

Outcomes

- ✓ Higher productivity
- ✓ Faster adoption
- ✓ Increased growth
- ✓ Higher morale
- ✓ Improved image
- ✓ Better performance
- ✓ Decreased costs
- ✓ More innovation
- ✓ Superior service
- ✓ Increased profits

:: How We Help ::

Companies do a good job focusing on the technical aspects of their initiative (requirements, solution design, program management), but give short shrift to the organizational and people aspects that can make or break the initiative. Here are a few examples of the *People & Change* solutions we provide:

- ✓ Roadmaps for navigating business transformations and organizational changes
- ✓ Engagement of employees and participation in the implementation process
- ✓ Strategies for communicating with stakeholders and harnessing their feedback
- ✓ Leadership alignment around the mission, buy-in and support for the vision
- ✓ Organizational change management skills embedded within your project teams

:: Our Capabilities ::

Emergent's *People & Change* services help clients and achieve high-impact results for their business initiatives, while also building internal change capability.

Consulting Services for clients who require deep expertise and hands-on planning and execution support for their strategic business initiative.

Accelerating Change & Transformation (ACT)TM Training for HR managers, program managers, and anyone responsible for driving change within the organization.

Change AcceleratorTM Online Change Toolkit for program teams and anyone responsible for leading change inside their organization.



Organizational Effectiveness Assessments to help clients determine the right course of action for their organizational change and communications efforts.

Business Partnering for HR Professionals Training focused on developing skills required for strategic partnering with internal business customers.

Retainer Services for internal teams that require external expertise and advisement for their organizational change initiative.

Change Coaching for individualized skill-building in the areas of organizational change leadership and strategic communications

Our Knowledge, Tools, and Experience



Change Readiness assessment



Process improvement



Future state visioning



Stakeholder management



Senior team alignment



Training needs assessment



Change impact analysis



Group process facilitation



Change management strategy



Internal capability-building



Communications planning



Change adoption metrics



Program branding



Survey design & execution



Executive coaching



Stakeholder focus groups

:: Client Successes ::

We have a track record of helping clients implement successful *People & Change* strategies:

■ US Commercial Airline

- Deployment of a new passenger service system affecting all employees

■ Fortune 50 Retail Store

- Transformation of Store Operations to a matrix organization structure
- Transition to an Accounting shared services, outsourced model

■ Global Financial Services Company

- Process re-engineering to reduce time spent on low-value activities

■ US Department of Defense

- Deployment of PeopleSoft to more 1 million+ service members and civilians

■ Fortune 500 Diversified Bank

- Implementation of “Customer Experience” strategy

■ “Big 3” Automotive Manufacturer

- Transition of IT division to a shared service organization

■ Fortune 50 Drugstore Chain

- Acquisition and integration of regional drugstore competitor

■ Tier 1 Automotive Supplier

- Transition of IT division to a shared services, outsourced organization

■ Fortune 100 Global Engineering Firm

- Deployment of a new sales force automation system

■ Global 500 Energy Company

- Planning of CEO’s annual strategic meeting with global senior leaders

■ Global Financial Service Company

- Transformation of the IT organization

■ Fortune 50 Building Efficiency Company

- Process improvement initiative for talent acquisition and management

■ Fortune 500 Healthcare Provider

- Corporate restructuring “Return to Profitability” program

:: What Clients Say ::

“set a new standard for our company’s transformation initiatives”

- CEO, Fortune 50 Retail Company

“impressed us with bold, creative ideas”

- Chief Technical Architect, Fortune 50 Manufacturer

“left an impression on the organization that continues to pay dividends”

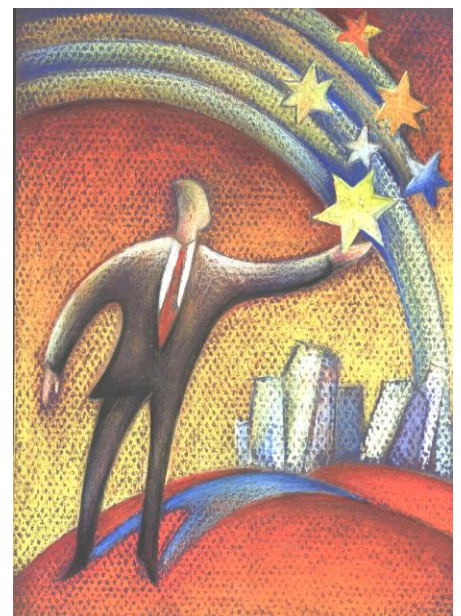
- VP, Airline

“brings high energy, creativity, and passion”

- Director, Fortune 50 Consumer Goods Company

“brought unique value to a large scale change management effort”

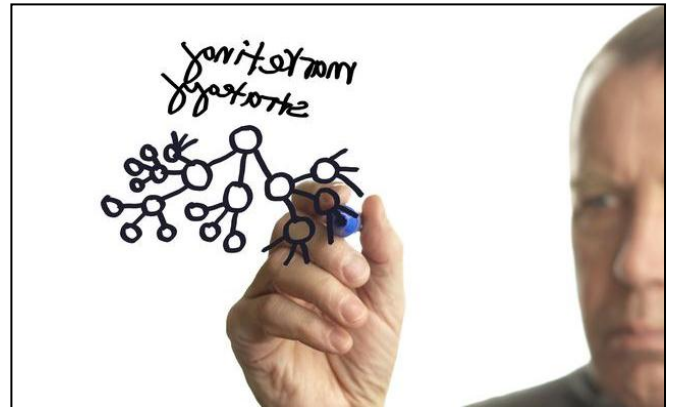
- Program Sponsor, IT Transformation



:: Contact Us ::

We invite you to contact us for an initial consultation without obligation to discuss your business and program needs.

Jesse D. Jacoby
Managing Principal
Phone : 1-303-883-5941
Fax : 1-303-416-4204
jesse@emergentconsultants.com



You should consider contacting us when:

- ✓ Your initiative requires buy-in and support of many stakeholders
- ✓ You are in need of a roadmap for how to navigate the organizational changes
- ✓ You are unclear how changes will impact your culture, people, and processes
- ✓ You need a strategy for how to communicate your initiative to employees
- ✓ You are assembling your program management team and establishing work streams
- ✓ You are about to begin implementation of your strategic initiative

