

# Helene Morris

Change Management Consultant, Prosci and SAFe Certified  
MA Organizational Communication and Leadership

Persuasive change leader with more than twenty years of experience guiding global organizations through complex business transformations. Broad cross-functional expertise in strategies, messaging, and methods that align people with objectives and accelerate adoption.

## **Skills:**

Change Management | Project Management | Delivering First-to-Market Solutions | Story Telling and Content Development | Relationship-building | Problem-solving | Critical Thinking | Influencing without Authority | Empathy | Collaboration | Facilitation | Conflict Resolution | ERP | CRM | Content Management Solutions | Cloud Computing | AI

## **Industries:**

Manufacturing | Consumer Packaged Goods | Insurance | Technology | State Government

## **Business Processes:**

Supply Chain | Sales | Marketing | Customer Service | Information Technology | Human Resources

## **Typical Change Deliverables:**

- Develop and execute change management strategies and plans to support the successful implementation of business transformation initiatives.
- Collaborate with project teams to identify and assess potential risks and impacts of change and develop mitigation strategies.
- Build training approaches and strategies and create and deliver change management training programs and materials to equip employees with the necessary skills and knowledge to adapt to change.
- Develop and implement training plans to ensure that all changes have been mitigated and all users have the knowledge and skills needed to be successful.
- Develop and implement communication plans to ensure timely and effective communication of change initiatives to all stakeholders.
- Design communication key messages and collateral to aid leaders and stakeholders in building an understanding of key aspects of the change.
- Identify and engage key stakeholders to build support and alignment for change initiatives.
- Conduct impact assessments to identify potential areas of resistance and develop strategies to address them.
- Provide coaching and guidance to project teams and leaders on change management best practices.

- Monitor and evaluate the effectiveness of change management activities through the development of robust success measures and health checks to measure change adoption, utilization, and proficiency, and adjust strategies as needed.
- Foster a culture of continuous improvement by promoting change readiness and resilience across the organization.

## **Selected Experience:**

### **Senior Principal, Delivery Leadership, Slalom – 2021**

Culture change leader accountable for improving ways of working for the team responsible for implementing a \$17M global Salesforce system for a medical device company. This Agile program, with over 90 project team members, six scrum teams, and a dedicated change management team, resulted in business process changes and tools that improved customer experience and increased sales revenue.

### **Program Manager, Independent Contractor - 2020 to 2021**

In partnership with a cross-functional team, developed the program strategy and secured executive buy-in, resulting in a fully funded project, including investment in permanent full-time headcount for this manufacturer of door opening solutions and access control hardware. Led client team in the data consolidation, quality, and load effort supporting the implementation of a product information management (PIM) system supporting B2B websites. The system is now the master product database for US operations.

### **Senior Principal, Hitachi Solutions America – 2014 to 2019**

**Global Imaging Company Replacing Salesforce with Microsoft Dynamics 365 for Sales and Marketing** - As the engagement lead for this \$8M, 40-staff-member program, partnered with the executive leadership team and held accountability for team structure, delivery methodology, and the change management strategy, including communications, training, and adoption. Through creative problem-solving, successfully delivered the project on schedule and on budget.

**Aircraft Engine Manufacturer Reimplementing Microsoft Dynamics 365 for Sales** – Led a team of seven consultants to deliver a 16-month, \$1.6M Microsoft Dynamics 365/SharePoint program spanning sales, marketing, and customer service. This initiative marked the first D365 Government Cloud implementation and incorporated Azure services. Guided the client through adapting complex compliance requirements to a new cloud environment, ensuring successful adoption and regulatory alignment. Improved the client's ability to sell and service aircraft engines.

### **IT Group Leader, UTC Aerospace Systems – 2002 to 2014**

**Supply Chain Transformation Supplier Portal Team Lead** - Change Management leader responsible for influencing the many-to-one consolidation of the supplier portals. Directed the cross-business unit team through visioning, stakeholder buy-in, requirements definition, and selection of SAP SNC as the standard tool. Developed the management strategy, communications plan, including executive messaging.

**M&A Team, Program Manager** – In partnership with senior leadership, led the on-time delivery of the “Day One” intranet website, where more than 20,000 employees of Hamilton Sundstrand

and Goodrich Corporation received information about the newly integrated company. The project included exploring user experience design alternatives, content creation, and input strategies, as well as website technical development.

**UTC Corporate Shared Services Business Unit Management Lead** – Recruited by UTC to establish and lead a CIO Customer Relationship Management program designed to influence adoption of the newly established shared services organization. Improved collaboration and strategic alignment across the business and established an annual planning session where IT prioritized annual initiatives with business entity objectives.

**Education:**

MA Organizational Communication and Leadership, Marist University

BS Marketing, University of Maryland

Emerging Leaders Program, University of Virginia

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