



People Strategy Partners

Seasoned Experts in Change Management and People (Talent) Management & Development

www.peoplestrategypartners.com

VISION STATEMENT

People Strategy Partners, LLC will enhance & transform organizations around the globe to optimize your employees' overall well-being and performance while boosting the financial health of your organization.

MIS S I O N S T A T E M E N T

People Strategy Partners, LLC is an organizational development and HR consulting firm. Our leadership founded this company with the belief that organizations should be able to hire high-quality consultants with a wide range of experience without breaking the bank.

Our consultants seek to inspire our clients not only to thrive but also to evolve their organization, in order to outperform the expectations of their people, leaders, and customers and outlast their fiercest competitors.



We have the international experience in multiple industries and understand the importance that culture plays within the office environment.

Organizational Change is inevitable. How will you embrace it? Resistance to even positive change is common.

At People Strategy Partners, LLC, we approach each project with a fresh perspective.

We believe that communication at all levels of an organization and transparency about change is part of the key to successful outcomes. If the standard assessment tools needed for the project do not match your organization, we will create customized assessments. We will create plans that encompass short, mid, and long term goals. Any significant change within a corporation requires the support of staff at all levels. Different organizations have their own unique corporate culture that can also vary internally throughout different departments and especially different regions and countries.

We have the international experience in multiple industries and understand the importance that culture plays within the office environment. Let People Strategy Partners, LLC be a part of your team to ensure your success in change and transformation projects and that your organization's investment yields a high return.

Although each organization will have to customize their planning, here are universal tips to help make a transformation project a success!

The 7 tips below are not exclusive of each other, so success depends on utilizing all areas in coordination with each other. It is human nature to want to feel some measure of control in our lives. If the below 7 highlighted areas are implemented, it will give everyone in an organization the opportunity to be a part of the process and avoid the possibility of one feeling a complete loss of control; thus, avoiding wide spread resistance and failure as a consequence. People who feel in control of changes will be more open to them.

- **Commitment**
- **Communication**
- **Collaboration**
- **Transparency**
- **Inclusion**
- **Support**
- **Agility**

Commitment

Commitment needs to come from the top to the bottom of an organization. A regular change is often hard enough, so a transformation requires a deeper level of commitment to be successful. I say the following all the time, because it is worth repeating. Even positive change will be met with resistance, so it is vital to think of change strategy in the short, mid, and long term. Otherwise, the chance of failure is 70% for change management projects and probably even higher for transformation projects.

Collaboration

Collaboration helps to empower people and strengthen an organization. Great ideas can come from anybody in an organization. However, they won't ever be heard if an open channel is not created for employees to express their ideas and feedback. Part of the success of feedback is to have some basic rules but to make sure it is open to everybody. Sometimes it can even be reward based. More importantly, it allows employees to be a part of the transformation and less resistant to changes. This can be done in multiple ways, but one option needs to be anonymous.

Communication

Communication needs to be simple and in multiple venues (email, posters, meetings, discussion groups, town halls, events, etc.). The messages that are communicated need to be understood at all levels of the organization. In regards to multi-national organizations, the message needs to be understood in different cultures and languages. The same goes for the organizational mission, values, and/or purpose, so they are not lost in translation.

Transparency

Leadership needs to be transparent about the plans for transformation. Why? It helps to reduce resistance and the loss of employees who feel uncertain about it. It is common knowledge that mergers often result in top talent leaving an organization and transformation projects are no different. Employees might fear that they will be made redundant, cannot learn new things and/or will not be able adjust to the proposed changes. This is part of the open communication and must be done quickly in the beginning.

Inclusion

An inclusive strategy will also help reduce resistance by making people part of the transformation. Those who feel left out will be highly resistant and might tend to depart the organization prematurely before giving the transformation a chance. For instance, it could mean that the training & development strategy of an organization opens up to all employees. It's also highly empowering when you allow employees to know where they are in their development and what they need to learn and experience to attain higher positions, transition to something different in the organization, or maybe even just focus on becoming the best at what they currently do. Some organizations have been rather creative in building an inclusive work environment.

Agility

Agility is the ability to move quickly and easily. Although it is a commonly used term and methodology of project management nowadays within IT, the basic concept is being utilized in other areas. Many people, including myself, have used the word streamline in the past. For instance, my idea of streamlining is to make a process easier (and hopefully more cost effective) while not only benefiting employees who perform the process but internal/external partners and clients. The idea is nothing new. However, the idea that employees in all parts of an organization start utilizing the concept of agility on a routine basis is something new. I have been discussing the idea of getting people used to and comfortable with the idea of change for the last decade. This is a major shift for employees. Now organizations are stressing the importance of an adaptive and agile workforce.

Support

A supportive environment lets the employees know they have value to the organization. No matter how much planning goes into your transformation project, some employees will always be resistant to it. That does not mean they are necessarily toxic or need to be removed from the organization. For example, somebody might feel they cannot learn a new task(s) or skill(s) required for their current position after the transformation. A good example is a fear of having to add skills that have to do with quantitative data. HR people aren't going to be asked to become statisticians but rather understand and be able to utilize the data from various HR & Talent Management systems rather than solely relying on select HR Analysts and/or IT to do all the work.

There are multiple options to handle this type of situation. Nonetheless, when you are going through a major transformation, you will encounter those that will never accept the changes and/or some that might need to be made redundant (but that should be the last option typically). Support can be done in a variety of ways. You might have coaches (internal and external) spread throughout the organization to help with the transition at all levels. An open-door policy for staff to discuss concerns with management without negative consequences can also be extremely helpful. However, there can be a tendency to handle resistance by attempting to shut it down but that will not be beneficial for the employee or the organization. Transformation can be stressful, so finding ways to make the process fun when possible will aid in a smoother process.

ORGANIZATIONAL DEVELOPMENT CENTER

People Strategy Partners, LLC offers custom services for designing a new or reorganizing an existing Organizational Development (OD) Center to match your unique needs. All of the OD staff would be under this department and report to the CHRO. HR Business Partners and staff with the Center of Excellence (CoE) can work within or work in collaboration with the OD Center.

- Change and Transformation Management
- Diversity & Inclusion
- Executive Candidate Screening
- Employee Engagement Surveys & Projects
- Learning & Development
- M&A People Integration
- People (Talent) Acquisition
- People Crisis Management
- People (Staff, Management, Leaders, Team) Development
- People (Talent) Management and People (Talent) Development
- People (Talent) Metrics

How is your Morale? Job Satisfaction? Absenteeism? Job Retention?

Organizations that have higher employee engagement have happier employees! Enhancing your engagement strategy would put your company in much better position to manage economic downturns, innovate, transform, and remain competitive. We can do an analysis on the effectiveness of your employee engagements.

Have you considered customizing your own survey to match your unique needs? How are you communicating your employee engagement projects with your staff?

If people are encouraged, given professionally delivered feedback, and the appropriate resources (mentoring, career mapping, training (that includes skill gap analysis), management tracks, etc., the probability that they will excel will increase significantly. A sustainable strategy must go beyond things like products and services to include people. It can only be accomplished within a more holistic organizational transformation. In essence, it would be part of an evolution of talent strategy.

People (Talent) Management

Workforce Management (WFM), Branding, Talent acquisition (TA), Onboarding, Compensation and Benefits, Employee Engagement, Wellness Programs, People Crisis Management, Retention Management, Succession Management

People (Talent) Development

Learning & Development (L&D), Management & Leadership Programs, Performance Management, Succession Management, Mentoring, Coaching

Is your current workload and schedule sustainable?

Work Burnout is one of the biggest problems facing most organizations around the globe. It leads to emotional and medical problems and has a huge financial and negative impact for the individual and the organization as a whole. Preventing work burnout should be a top priority at your organization!

PSP will assess your current health programs and create a new organizational health strategy. We provide individual assessments, health coaching, and group seminars. Download the Work Burnout Screener on our website for free.

Organizations that promote and support healthier lifestyles for their employees have happier staff that are more productive and less absent from work. This cannot be achieved by simply sending out memos and newsletters or the occasional health fair at work. Healthier habits and lifestyles require a commitment within the organizational culture!

People Strategy Partners, LLC provides specialized assessments and coaching in-person or virtually for your people during a crisis.

A crisis can have devastating effects on people's mental and physical health. Distress, the negative form and the opposite of eustress, is a continuous experience of feeling overwhelmed, oppressed, and behind in our responsibilities. Acute distress can cause various problems like a lowered immune system, sleeping problems, anxiety, headaches, muscle aches, gastro-intestinal problems (stomach ache, heartburn, etc.), fatigue, and short-term memory loss. We will provide your people with the support and guidance during a crisis.

Diversity in itself may be evident in differences in gender, race, physical appearance, physical abilities, ethnic group, thought process, age, generation group, personality, style, sexual orientation, social-economic status, religion, education, perspective, procedures, etc. These issues are not limited to corporations as we experience them in our daily lives outside of work. As such, how we see each other and ourselves is just as important. The benefits are quite expansive and worth the investment. **Indeed, some research has shown that there is often a direct positive impact on profitability when organizations increase the number of women in their leadership roles. The same thing happens when there is a better mix of racial/ethnic diversity.** The research also suggests that an increase in D&I can impact far more. I've seen extremely positive results from D&I programs across different organizations in a variety of industries.

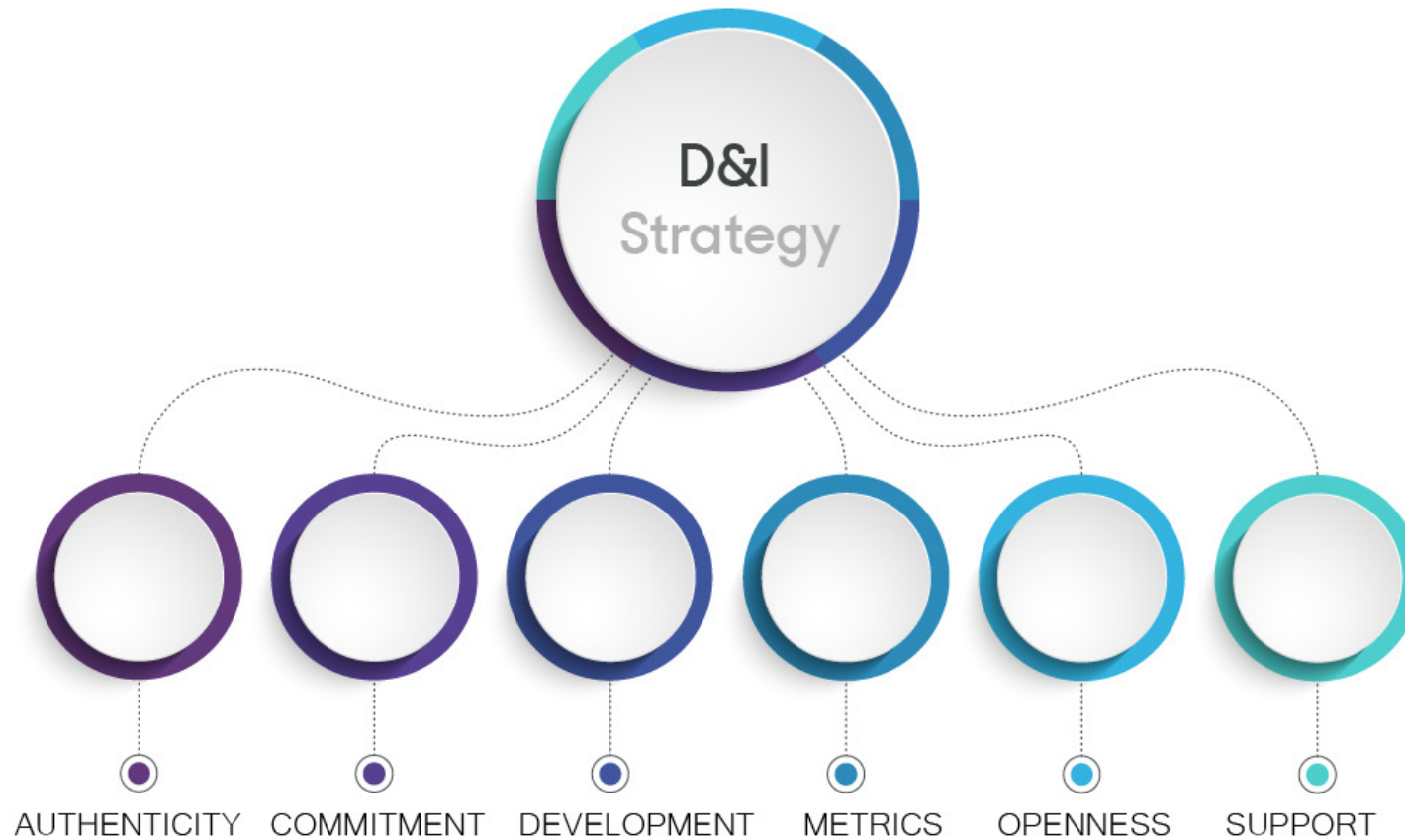


Employees who are comfortable being themselves at work will be more focused, less stressed, and happier.

Employees who feel they need to cover up or hide who they are will use a significant amount of brainpower in those efforts to conceal themselves. For example, people sometimes feel like they need to be a copy of their peers. Comparatively, employees who are comfortable being themselves at work will be happier. They are also certainly more focused, productive, and less stressed. As a result, they are able to handle changes much easier than others, which is a significant benefit.

Companies that have invested in D&I, onboarding, training and mentoring have been more successful at attracting a wider pool of employees. A diverse workforce is more productive and creative. Likewise, a diverse work environment is likely to increase retention rates and a more positive employee engagement. **Business leaders who engage in forward-thinking towards an infusion of diversity in the workplace will see their organization grow stronger & more sustainable in the future.**

The *six steps* below were designed to help organizations with their D&I. These tips are not exclusive of one other. Hence, success depends on utilizing one area in coordination with all the others. Besides, keep in mind that a linear path is not always the quickest means to achieve a goal.





Dr. Chez F. Cristiano

GLOBAL VP OF ORGANIZATIONAL DEVELOPMENT & HR - EMEA & THE AMERICAS

Dr. Chez Cristiano is the Global VP of Organizational Development and HR, EMEA & The Americas at People Strategy Partners, LLC. He has 13 years of expertise in spearheading international projects in Organizational Development (OD), Talent Management (TM), and Change/Transformation Management since the company's founding in 2007. Dr. Cristiano is a US and EU Citizen. He has a BA, MA, and doctorate in psychology and has studied human and organizational behavior. He has lived and worked in Asia, Europe, and the US.

Dr. Cristiano is passionate about people & organizational development and transformation. He believes that Organizational Development (like psychology) is a mix of science and creativity. His understanding of human and organizational psychology, assessments, and analysis has been a key factor in his ability to help people and organizations to thrive and be more successful. Dr. Cristiano believes that performing cost benefit analyses to determine ROI of projects is essential to good project management. He has designed transformation models, talent acquisition screening tools, Work Burnout Screener, GoldenTree Employee Engagement Survey (multiple languages), and an Assessment & Development Center.

He is a savvy strategist in assessing for strengths & areas for improvement and formulating comprehensive plans. He is able to optimize global team collaboration, efficiency, and productivity. Dr. Cristiano has managed the global team delivery of international projects on a strategic, tactical, and operational level. He has worked for a variety of organizations in different industries around the world; thus, bringing a diversity of knowledge and perspectives to each project. He is always open to assimilating new information & skills and helping to mentor others.

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Dr. Wayne McClellan

ADVISOR

Dr. Wayne McClellan is an Advisor for People Strategy Partners, LLC. He spent 23+ years as an HR Executive before deciding to return to graduate school to earn a Master's and Doctorate in Psychology. He previously earned a Master's in Counseling and one in Communications and Marketing. Dr. McClellan has been a key participant for 50+ mergers and acquisitions. He led the HR integration of 2 regional health care systems with combined revenues of \$1.2 billion and 15,000 employees with 25 locations in the US. He has worked with coaching expats around the world. He was the first US Executive to work with the Vietrade Office in Manhattan, NY for international trade and business development. He held various HR Corporate Management and Consultant positions while working in telecommunications, resort/hotel, real estate development, consumer products, pharmaceuticals, healthcare, and chemical industries. His extensive experience in the corporate world has been integral in creating plans for business development and strategy.

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Contact us if you are interested in forming a strategic alliance, partnership, and/or participating in our referral fee program.



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