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Change Management sounds like a daunting task because...it is.

Humans as capital? Absolutely. Humans are the most important economic resource your company will invest in—they have a tremendous amount of power to move the barometer of your company’s success in either direction. Identifying and remedying unproductive employees, or worse—office “malaise”, requires an expert. Look no further! **I spent 13 years at Fortune 500’s No.35 retailer in strategic positions that enabled me to drive significant change during both steady and turbulent times.** I designed grassroots programs that made a difference in people’s careers and the company’s success. I offer a creative approach from an objective position, I can focus on the task at hand like no one else, channeling my previous experiences into your specific needs, and I will make sure that you have exactly what you need in order to influence—and sustain—the ever-changing needs in your organization.

What I've learned:

Workplace culture is a living, breathing entity...and it's kind of like a toddler. Here's a common scenario:

Something's not right...there's a "dark cloud" hanging over the office, so leaders set up a meeting with HR. They think the culture should be a certain way and wonder why it isn't. Discussion ensues. There's a lot of confusion as to why employees are not engaged, not passionate, and most importantly, not productive. Someone in the room stands up and starts making bullet points on the whiteboard. "Our vision of the "perfect" culture!" A culmination of the best of the best ideas, a place where people were passionate and productive begins to take shape.

That list gets whittled down until it's a few very succinct points that no one has ever thought of before. It's brilliant! The group decides to publicize that list via e-mail, a graphic that is so snazzy that it will be hung in cubicles. They even design a widget that can be put on manager's desks. "Now everyone will know how our culture is supposed to be!"

Months later, people are more disengaged than ever.

- * More sick days
- * Increased turn-over
- * Lots of whispering
- * Low productivity
- * Office malaise

But it was foolproof! Wasn't it?

Back to the toddler metaphor: toddlers tend to throw a tantrum when they are tired, bored, are confused, or not getting what they want. Workplace cultures are the same. When the culture's needs are ignored, people are burnt out, confused, and uninterested. They will likely "throw a tantrum" or exhibit unexplainable office malaise.

Widgets don't work.

Cultures are influenced by both positive and negative change. The fascinating part is that change needed could be in anything from the size of a person's monitor to a major acquisition. The modern workplace is peppered with change on a daily basis. It's so hard to keep up sometimes. And workplace culture, negative or positive, happens organically.

I've got lots of experience:

- > Computer-based Interactive Training Design Manager
- > Internet Service Provider Management & Marketing
- > Vendor Management & Optimization Manager
- > Strategic Planning & Analysis Manager
- > Organizational Development Manager
- > Organization Design Manager
- > User Interface Designer
- > Category Specialist
- > Change Manager
- > Graphic Designer
- > Floral Designer

I am certified to facilitate CCL's Benchmarks® 360 Suite



BTW: I have a great reputation!



"Michelle is a professional that is creative, resourceful, energetic, and forward thinking."

"She is creative and highly effective at generating viable ideas and solutions."

"She has a knack with people, allowing her to develop others, whether direct or indirect reports or internal customers, into successful performers."

"Michelle takes the initiative to learn about the client, the line of business, environmental factors, barriers and enablers, and desired outcomes."

"...she has consistently demonstrated outstanding critical thinking skills with a persistence in trying to solve genuine business problems rather than looking for the quick fix."

"...She also helped me with my leadership skills. She challenged me to think differently and see the bigger picture."

"Without Michelle's intense dedication to her craft, the Merchandising organization here at Walgreens would not nearly be the efficient powerhouse it is today."

Companies Impacted:



Let's have lunch!

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No need for fancy plaques! Workplace culture occurs organically if done right!

Strategic Change Model[©]: a closer look.

Before you roll your eyes, let me explain. I've been on the other side of the desk. Friendly and eager consultants come in with beautiful diagrams and "decks" that will knock your socks off. Then their contract is up and they leave. Now what? My Strategic Change Model[®] fosters sustainable, influenced change by focusing on these 5 key elements:

1. Strategic Communication

Internal and external communication needs to be cohesive in order to be effective. From pulse surveys and internal documents, to websites and tweets, the look, feel and language used to communicate strategically is more important than ever. I can help you determine or convey your organization's style and figure out creative ways to implement it. And I will leave you with a plan to ensure sustainability.

"The more things change, the more they stay the same because more than 70% of change initiatives fail." -Gallup

2. Fostering Understanding and Conviction

It's so important for your organization to understand the company's strategic vision. Here's the key: it needs to be simple...there's nothing more damaging than a strategic vision that cannot be summarized in a statement that people can easily make into a slogan. If you have to explain it over and over, I can guarantee that the vision will not be realized. Employees get frustrated and disengaged when they are bombarded with a lot of information that doesn't seem to be related to them or their role. *(Cue the huge, pretty Power-Point that no one understands but the person who put it together)* Getting your organization to rally around the tasks at hand will make it a much more pleasant experience for everyone. And the best part? They will deliver and feel a sense of ownership.

3. Reinforcing with Formal Mechanisms

There is some housekeeping that needs to be done when an organization is rallying around a strategic vision. I will work with your HR team to identify the formal mechanisms appropriate for your company that will influence change.

Here are a few examples:

- * Organizational structure
- * Targets & metrics
- * Management processes
- * Business processes
- * Information systems
- * Rewards and recognition
- * Consequences

4. Role Modeling

Leaders in your organization go beyond the executive suite. They are all around the company. However, role modeling starts at the top. Whether an employee is in management or an individual contributor, there are tremendous opportunities to influence model behaviors. I will help identify ways to not only have leadership "talk the talk" and "walk the walk", but also show you how to make your strategic vision replace that general malaise your organization may be feeling.

5. Developing Talent and Skills

I call it an employee's lifecycle; identifying the right person, hiring them, training them, retaining them, coaching them, and if necessary, replacing them. Developing talent and skills, i.e. Talent Management, is an often overlooked or underinvested element that can make or break an organization. In the modern workplace, employees jump ship quicker than ever before when their needs are not being met—and they're expensive to replace. Most employees do not think they have the adequate training to do their jobs well. OR once they're trained they stop learning, which makes their job boring. However, when an employee understands the strategic direction of the company and knows how their role impacts the overall vision, they are more likely to be engaged and productive. In other words, they rally around the vision. Losing sight of this element is costly and time-consuming. I will help you protect your human capital!

Intervention Method

- Background
- Scope
- Approach
- Conclusions
- Data analysis
- Constraints
- Intervention

Let's have lunch!