

## Prosci Advisory Practice Lead (formal title TBD)

**Location:** Fort Collins, CO

At Prosci, we employ dynamic individuals with a passion for change management and depth in their respective area of expertise. Our employees are dedicated team players who bring energy, professionalism and pride to their work. The Prosci environment is one in which smart, motivated and creative people succeed.

### **Position summary:**

The Advisory Practice Lead is responsible for the formalization, creation, building and growth of the Prosci change advisory practice that results in an agile, process-oriented response to advisory services that accelerate client success. The primary focus of this role is to build a structure that can grow with the business, recruit high-quality advisor resources to support certified change practitioners and change sponsors to drive results by accelerating change adoption and building organizational change capability. Individual will be responsible for building a practice that can achieve and exceed revenue and margin expectations and work cross-functionally to engage the business in the growth of the practice. This individual will also be responsible for setting delivery standards that provide Prosci's clients with ongoing support and coaching on the application of Prosci's change management methods and tools to help accelerate client success.

### **Position objectives:**

- Build internal processes and structure that is scalable and supports the growth of a Prosci advisory practice
- Engage all areas of the business to understand and support a rapidly growing portion of Prosci's offering
- Engage global leadership to ensure a global approach to advisory services
- Create standards for delivery that ensure consistency, accelerate client success and create unforgettable experiences
- Recruit and onboard high-quality change advisors that scale to the growth of the practice
- Achieve and exceed revenue and margin goals set by leadership
- Serve as a practice lead that can support client engagements as a senior advisor and/or engagement leader when needed
- Become a trusted advisor to the sponsor, change management practitioner and project team by offering relevant and effective change management advice and support
- Enable the sponsor and change practitioner to grow internal capabilities to maximize the benefits of change
- Maintain alignment with client's specific needs to accelerate results on large, complex changes and high-risk initiatives
- Identify and bridge the gap between the sponsor and change practitioner's knowledge and ability
- Offer a balance between change management theory and real-life application
- Apply real-life experience to assist the sponsor and change practitioner to identify and navigate organizational dynamics that impact change outcomes

**Position responsibilities include but are not limited to:**

- Build and maintain proper resource allocation framework
- Support continuous and successful change management application to one or multiple projects at multiple clients in parallel
- Help clients define success for their selected changes and then support them to achieve their desired outcomes
- Assess project health based on baseline project measurements and metrics
- Provide guidance in applying CM tools including the CMROI Calculator, Change Scorecard, PCT Analyzer, Best Practices Audit and the ADKAR Dashboard
- Equip, enable and support the client's change practitioner and sponsor
- Act as a coach by leveraging real-life experiences and the Prosci methodology to support and accelerate the client's success
- Design, implement, and evolve a framework and process for long-term client support and engagement
- Provide ongoing support and follow up to ensure a continued, relational client experience
- Respond in a timely manner to customer requests (phone and e-mail)
- Conduct final assessments to evaluate successes, document lessons learned, and propose integration of Prosci's methodologies with other organizational change initiatives
- Remain current on Prosci's research, methods and tools to support client success

**Essential skills and experience include but are not limited to:**

- Dependable self-starter that doesn't require daily oversight from others
- Sophisticated business acumen and instincts
- Exceptional relationship building skills
- Ability to influence and mobilize action in a way that empowers others
- Ability to answer difficult questions and/or share difficult feedback with diplomacy and tact
- Demonstrated ability to think and act strategically to accelerate client and Prosci success long-term
- Proven ability to build advisory practices in the past that resulted in financial and client success
- Thorough understanding of Prosci's change management research, methodologies, and tools
- Ability to apply change management methodologies and actions to drive organizational results
- Ability to anticipate, assess and creatively overcome change management barriers
- Understanding and awareness of the nuances involved in applying advanced and/or difficult change management applications across varied domains & contexts
- Professional maturity to include executive-level career and change management experience
- Ability to frame the challenge and scope of client issues in terms that are easy to understand
- Strong organizational skills and attention to detail
- Excellent written and verbal communication skills
- Ability to critically think and analyze ambiguous situations
- Demonstrated skill in interacting with all organizational levels (exec to front-line employees)

**To apply:**

Please email cover letter and resume to [resume@prosci.com](mailto:resume@prosci.com) with "Advisory Practice Lead" in the subject line.