

Adrienne is a project implementation and change management professional with over 12 years of experience working with healthcare, government and non-profit organizations on complex organizational, cultural and technical change projects. She is a creative systems thinker who works collaboratively to develop sustainable solutions for her clients and their stakeholders. Adrienne's training as a co-active life coach strengthens her ability to support individuals and groups through organizational change and personal transition. Adrienne is also an accomplished leader capable of implementing programs and initiatives to support team development, morale and improve performance. Adrienne's primary skills and abilities can be summarized as:

FACILITATION AND TEAM BUILDING

Adrienne is a fun and engaging workshop and event facilitator. Participants learn and contribute best when they feel comfortable and at ease. Understanding the needs of individual participants to design participatory and experiential activities that accept for differences in personality types and power dynamics to ensure an open, honest and productive time spent together.

- Designed, facilitated and evaluated multiple group visioning, team building and brainstorming sessions for operational teams, project teams and peer networks.
- Designed and delivered Change Readiness workshops for physicians and staff at 18 different medical clinics in the process of implementing a new medical records system.
- Facilitation of multiple full-day, interactive site orientation sessions for new staff.
- Facilitation of 12 focus group sessions designed to determine level of project awareness across a distributed organization.
- Partnered with Highest Path Consulting to deliver leadership development and gender-bias workshops in Silicon Valley.

CHANGE MANAGEMENT, STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS

Adrienne has spent much of her career in healthcare with complex stakeholder groups designing people centered learning, communications and change management strategies to ensure successful adoption, sustainment and benefits realization for electronic medical records projects. She enjoys custom designing Change Management strategies and plans to best suit the organization's culture, professional development priorities and project management methodology.

- Completed readiness assessments and risk analysis for over 10 organizations looking to adopt a new software product.
- Designed and delivered Enterprise Change Management plans for two separate multi-million-dollar projects.
- University guest lecturer on designing and delivering Change and Transition support programs for people impacted by enterprise IT projects.
- Engagement of complex stakeholder groups including senior executives, government representatives, software vendors and medical staff over 14-month project cycle leading to successful adoption and ownership of new software system.

- Completed stakeholder analysis across 4 separate health organizations, including 20 informational interviews, resulting in a detailed engagement strategy for 150 distinct stakeholders over a 14-month project life cycle.
- Engagement of 6 software vendor executives to voluntarily participate in a collaborative program design.
- Design and delivery of impactful presentations, posters, news releases, newsletters, Intranet / SharePoint site content, email campaigns, feedback channels, and evaluation forms for multiple projects.

PLANNING AND PROJECT MANAGEMENT

Adrienne has held a variety of leadership roles. She has been accountable for project planning and delivery as both a project and operational resource. She understands the need for plans that are direct and concise, ensuring all members of the team, sponsors and stakeholders are engaged and enrolled.

- Developed a comprehensive change and project management methodology, including document templates, for a provincial organization and led the pilot project.
- Developed project implementation methodology framework and recommendations for \$800M project.
- Developed a Benefits Evaluation Framework for an enterprise software implementation.
- Provided review and recommendations of project governance structure on multiple projects, one with over 50 distinct working groups.
- Delivered Project Management plan, schedule, document management and regular reporting for an enterprise organizational change project.
- Organized and managed Command Centre operations for three separate facility-wide software go-lives.
- Delivered a Strategic Plan for a non-profit organization.

LEADERSHIP COACHING

Adrienne brings more than 100 coaching hours and proven experience supporting personal growth by promoting self-awareness and accountability. She believes in the power of coaching to help people find the confidence and ability to achieve their goals while also learning new ways of being in relation to others. Adrienne's coaching clients experience improved leadership and communication skills, specifically the ability to have powerful conversations and provide direct feedback with compassion, both of which are highly correlated to success and personal satisfaction across all areas of life.

As a graduate of the Coaches Training Institute's experiential leadership program, Adrienne is committed to growing collaborative and authentic leadership capacity in others.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- B.Sc., Health Information Science, University of Victoria, Victoria, BC
- Cultural Safety Workshop, Island Health, Aboriginal Health Program, Campbell River, BC
- Foundations of Conflict Resolution, Justice Institute of BC, Victoria, BC

- Coaching Out-Of-The-Box, PHSA, Learning & Development, Vancouver, BC
- Co-Active Leadership, Coaches Training Institute (CTI), San Rafael, CA
- Co-Active Coaching, Coaches Training Institute (CTI), Vancouver, BC
- Foundations of Process Mapping, Sauder School of Business, Vancouver, BC
- Foundations of Project Management, Sauder School of Business, Vancouver, BC

PROFESSIONAL CERTIFICATION

- Member, International Coach Federation (ICF)
- CPCC, Certified Professional Co-Active Coach, Coaches Training Institute (2018 expected)
- ACC, Associate Certified *Coach*, International Coach Federation (2018 expected)