

Joan Nichols

Change Management Consultant

Summary

Advises leaders to more quickly and successfully navigate their organizations through large and complex changes.

Experience

Change Management Consultant at Expressworks International

January 2011 - Present (5 years)

As a contract consultant, develops culturally aligned change strategies based on change management, project management, business process and communication expertise for large-scale system deployments and strategic business initiatives for multiple companies across industries. - Change Management consultant for a TX-based insurance company undergoing deployment of a new policy administration system. Working with the Executive Leaders and Project Team, developed a change readiness assessment with recommendations based on best practices, integrated a comprehensive change management and communication plan into a multi-year deployment project plan and tools based on an agile methodology, and delivered a leadership workshop to bolster team work and develop a culture of trust. - Change Management consultant at a large-growth insurance company for the enterprise-wide deployment of a new strategic business process and outsourcing of a new platform. Working with the Business Leaders and Project Team, deployed a readiness assessment and dashboard to arm leaders across departments with plans to effectively prepare their organizations for implementation, conducted project management workshops to effectively organize the core team and developed a consolidated communication plan and key messages for targeted audiences. - Change Management lead consultant for the international implementation of an ERP Oracle system across business units of a billion-dollar industrial manufacturing company. Working with the Steering Team, developed and executed a change strategy resulting in successful business engagement through the establishment of readiness dashboards, change agent networks, communication planning and business process reviews.

Managing Partner at JNichols & Associates, LLC

April 2005 - Present (10 years 9 months)

Organization change management consulting practice advising business leaders to more quickly and successfully navigate their organizations through large and complex changes. - ERP Business Engagement: Successfully deployed an organization change management strategy for an SAP implementation at a large defense and aerospace company resulting in no surprises, minimal business disruption and accolades from the company president on the organizational readiness of key program managers across the company. Conducted change readiness assessments, project management launch and lessons learned for an

international aerospace company in the midst of a multi-year ERP system implementation. - Urban Education Transformation: In collaboration with local business, community leaders and a 3rd party non-profit organization, implemented a disciplined, robust campus improvement process to principals and campus leadership teams as part of an urban education transformation initiative. Successful implementation of the multi-year effort has led to expansion to over 105 campuses by the district and increased standardized test scores in largely low-income communities. - Mergers Integration Specialist: Provided integration experience and merger integration consultation in dealing with uncertainty to large pharmaceutical companies as part of a professional freelance delivery network associated with a top author on mergers and organizational change. - Shared Service Center Implementation: As part of Safran Consulting, working with a Project Team and CFO's across several North American subsidiaries of a large aerospace company, developed a change management and communication strategy to integrate with a multi-year project deployment plan.

Organization Development Consultant at Texas Instruments

1988 - 2005 (17 years)

- Drove the transformation of the IT organization into a service-driven culture
- Developed change strategies critical to the successful program implementations of several large-scale system changes including a global single instance SAP Upgrade, HR Information System deployment and various supply chain efforts.
- Worked with business executives to successfully implement several large scale change initiatives including merger integrations, leadership development and several process and cultural transformation efforts leading to significant business results including revenue growth, reduced costs, improved customer perceptions and employee satisfaction.

Skills & Expertise

Change Management

Business Transformation

Program Management

Management Consulting

Project Management

Business Strategy

Semiconductors

Strategic Planning

Process Improvement

Acquisition Integration

ERP Implementations

Strategy Implementation

Communications Planning

Organizational Effectiveness

Integration

Business Process Improvement

Cross-functional Team Leadership

Leadership Development
Organizational Development
Leadership
Mergers & Acquisitions
Six Sigma

Education

University of Texas at Dallas - Naveen Jindal School of Management

MS, Organization Development, 1994 - 1996

University of Missouri-Columbia

BS, Industrial Engineering, 1983 - 1987

Publications

Hitting the Education Bullseye

January 2015

Authors: Joan N., Marcia P., Patti W.

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1 person has recommended Joan

"Joan worked for me as the Business Engagement Team Lead for the implementation of a ~100 million IT system. Her efforts resulted in an engaged and supportive user community. ---and a very successful system implementation. She is a self starter who can be trusted to complete any and all assignments on or ahead of requirements .I will make sure she is involved in future IT implementations that I'm associated with."

— **J. Cecil L.**, managed Joan at JNichols & Associates, LLC

[Contact Joan on LinkedIn](#)