

Leila Miles

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SUMMARY

Lead **change management** consultant with 12 years guiding complex organizational transformations, **project delivery**, and **operational change** across HR, shared services, and enterprise functions. Hands on Prosci and ADKAR practice supports **stakeholder analysis**, impact assessment, adoption planning, communications, facilitation, readiness, and sustainment. Executive sponsors, functional leaders, project teams, and employee groups receive practical roadmaps that connect business goals with role impacts, manager actions, learning, and reinforcement. Independent ownership covers planning, implementation, and post launch adoption for distributed workforces and sensitive policy, process, technology, and operating model changes. Cross functional facilitation turns competing priorities into clear decisions and accountable delivery. Experience can support organizations seeking durable behavior change, thoughtful consulting, and steady execution across varied audiences.

EXPERIENCE

Lead Change Management Consultant

July 2022 - Present

Summit Ridge Advisory Group

Denver, Colorado

Lead **change strategy** across HR and **shared services** transformations affecting more than 8,000 employees. Own stakeholder alignment, communications, readiness, adoption, facilitation, and sustainment while advising executives and project leaders.

- Directed **HR transformation** change plans across 8,000 employees, strengthening readiness before major implementation milestones.
- Applied Prosci and ADKAR assessments to sequence interventions around adoption barriers and stakeholder concerns.
- Translated operating model goals into sponsor actions, **manager engagement**, learning, communications, and reinforcement roadmaps.
- Facilitated HR, finance, operations, technology, and communications decisions, clarifying ownership across competing priorities.
- Coached executive sponsors through **resistance management** and audience specific messaging for sensitive **policy transitions**.
- Established sustainment reviews using adoption indicators, feedback, and operational observations after launch.

Senior Change Management Consultant

April 2019 - June 2022

Redwood People Strategy

Portland, Oregon

Led change workstreams for HR technology and service delivery programs across business units. Connected project delivery, **impact assessment**, stakeholder engagement, communications, **training coordination**, readiness, and post launch reinforcement.

- Led **HR technology** change workstreams through planning, implementation, readiness, and **post launch reinforcement**.
- Built stakeholder maps linking system impacts with employee groups, manager needs, and intervention priorities.
- Designed executive and manager sessions that converted transformation goals into decisions and communication commitments.
- Created communication toolkits, FAQs, talking points, and adoption resources for varied audiences.
- Integrated change milestones with project plans, surfacing readiness dependencies early enough to protect schedules.
- Reviewed feedback and support themes, then adjusted learning materials for new HR workflows.

Change Management Manager

January 2016 - March 2019

Blue Mesa Services

Phoenix, Arizona

Managed **organizational change** for enterprise process redesign across customer operations, finance, and workforce administration. Guided stakeholder alignment, leadership communication, manager readiness, resistance tracking, and **adoption planning** through operational transitions.

- Managed **process redesign** change across customer operations, finance, and workforce administration teams.
- Structured adoption plans around role impacts, sponsor expectations, communication needs, and reinforcement activities.
- Facilitated future state workshops that clarified decision rights for functional leaders and employees.
- Prepared **leadership presentations** explaining project implications, timing, risks, and required actions.
- Built manager readiness materials and delivered train the leader sessions for operational transitions.
- Tracked resistance themes and mitigation actions alongside delivery plans, improving visibility before deployment.

Change Management Consultant

October 2014 - December 2015

Canyon Peak Financial Services

Salt Lake City, Utah

Supported operational change programs involving workflow standardization, policy updates, and internal service improvements. Conducted stakeholder interviews, impact reviews, **communications** planning, **facilitation**, implementation support, and post rollout feedback analysis.

- Supported workflow standardization and policy change across finance and administrative teams.
- Conducted stakeholder interviews and impact reviews before implementation **planning** reached approval.
- Created engagement plans connecting milestones with manager conversations, messages, and employee learning.
- Facilitated business workshops that translated technical project details into accessible employee guidance.
- Prepared presentations, change summaries, and implementation resources for distributed project teams.
- Tracked rollout feedback and organized adoption issues for targeted reinforcement recommendations.

PROJECTS

Enterprise Adoption Sustainment Program 📅 2026

Created a repeatable sustainment approach linking adoption indicators, stakeholder feedback, operational observations, and reinforcement decisions after implementation.

HR Operating Model Transition 📅 2024

Translated operating model changes into sponsor actions, manager conversations, employee communications, readiness checkpoints, and practical post launch support.

LEADERSHIP & AWARDS

- Recognized by executive sponsors for clear guidance during sensitive HR policy and process transitions.
- Selected as a trusted advisor for cross functional alignment across HR, finance, operations, technology, and communications.
- Built reusable change tools that strengthened manager readiness and supported consistent adoption across distributed teams.

EDUCATION

Bachelor's Degree in Organizational Communication

2014

University of Colorado Denver GPA: 3.5

Denver, Colorado

Coursework: Organizational behavior, interpersonal communication, group dynamics, organizational development

CERTIFICATIONS

- Prosci Change Management Certification 📅 2018
- ADKAR Change Management Practitioner 📅 2018

TECHNICAL SKILLS

- **Change Methodologies:** Prosci, ADKAR, change impact assessment
- **Project Delivery:** Project planning, milestone tracking, delivery governance
- **Stakeholder Tools:** Stakeholder maps, influence analysis, sponsor plans
- **Communication Tools:** FAQs, talking points, communication plans
- **Readiness Tools:** Readiness checkpoints, pulse reviews, adoption indicators
- **Facilitation Methods:** Working sessions, decision meetings, leadership briefings
- **Learning Delivery:** Training coordination, manager materials, employee guidance
- **HR Transformation:** HR technology, shared services, operating models
- **Adoption Practices:** Reinforcement, resistance management, feedback reviews
- **Consulting Practices:** Executive advising, cross functional alignment, audience tailoring
- **Governance Tools:** Ownership matrices, risk logs, action tracking
- **Presentation Tools:** Executive presentations, implementation briefings, change summaries

SKILLS

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|------------------------|-------------------------|----------------------|-------------------------|
| • Change Strategy | • Impact Assessment | • Facilitation | • HR Transformation |
| • Prosci | • Adoption Planning | • Consulting | • Readiness Assessment |
| • ADKAR | • Sustainment | • Project Delivery | • Resistance Management |
| • Stakeholder Analysis | • Executive Sponsorship | • Operational Change | |

PROFESSIONAL AFFILIATIONS

- Prosci community participant, applying practical change methods and ADKAR concepts across transformation programs.
- Organizational communication professional connected with HR, change, and enterprise transformation communities.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST