

Leila Miles

Lead Change Management Consultant

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STRENGTHS

- 👥 **Stakeholder Alignment**
Facilitated tense decision sessions across HR and operations. Teams left with clear ownership, even when priorities shifted.
- ✅ **Adoption Planning**
Used impact reviews and readiness checks before launch. A recurring concern became a focused manager intervention.
- 👤 **Executive Coaching**
Prepared sponsors for visible leadership and resistance conversations. Leaders gained confidence with sensitive employee messages.
- 🗣️ **Practical Facilitation**
Turned broad transformation goals into role decisions and action plans. Participants often returned for difficult sessions.
- ♥️ **Sustainment Focus**
Reviewed feedback after go live rather than closing work early. Teams addressed friction before new practices faded.

SKILLS

Change Strategy Prosci ADKAR

Stakeholder Analysis

Impact Assessment

Adoption Planning Sustainment

Executive Sponsorship Facilitation

Consulting Project Delivery

Operational Change

HR Transformation

Readiness Assessment

Resistance Management

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

Summit Ridge Advisory Group 📅 July 2022 - Present 📍 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

Redwood People Strategy 📅 April 2019 - June 2022 📍 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.

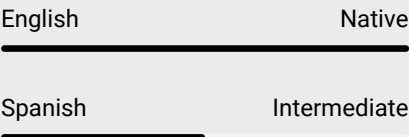
- Led **HR technology** change workstreams through planning, implementation, readiness, and **post launch reinforcement**.
- Built stakeholder maps linking system impacts with employee groups, manager needs, and intervention priorities.
- Designed executive and manager sessions that converted transformation 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

Blue Mesa Services 📅 January 2016 - March 2019 📍 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.

LANGUAGES



MY CAREER



- Lead Change Management Consultant at Summit Ridge Advisory Group (4.2 Years)
- Senior Change Management Consultant at Redwood People Strategy (3.2 Years)
- Change Management Manager at Blue Mesa Services (3.2 Years)
- Change Management Consultant at Canyon Peak Financial Services (1.2 Years)

- 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

Canyon Peak Financial Services 📅 October 2014 - December 2015 📍 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

University of Colorado Denver 🎓 GPA: 3.5 📅 2014 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST