

PROSCI CHANGE ADVISOR

Location: Temporarily Remote. Future Fort Collins, CO or remote with frequent travel required

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 Change Advisor provides Prosci's clients with ongoing support and coaching on the application of Prosci's change management methods and tools to help accelerate client success. The primary focus of this role is to support certified change practitioners and change sponsors to drive results by accelerating change adoption and building organizational change capability. Support may include, but is not limited to, onsite individual and group coaching sessions as well as on demand and regularly scheduled virtual support through phone and web conference.

Position objectives:

- Become a trusted advisor to the sponsor and change management practitioner 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:

- 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, eBest 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:

- 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
- Sophisticated business acumen and instincts
- Exceptional relationship building skills
- Ability to frame the challenge and scope of client issues in terms that are easy to understand
- Ability to influence and mobilize action in a way that empowers others
- Strong organizational skills and attention to detail
- Dependable self starter that doesn’t require daily oversight from others
- 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)
- Ability to answer difficult questions and/or share difficult feedback with diplomacy and tact.

Prosci is an established research, methodology development and services company in the field of change management. Founded in 1994 and located in Fort Collins, CO, we work with Fortune 500 organizations around the world giving them the power to change more easily, more effectively and with better results

Please email cover letter and resume to resume@prosci.com with “Change Advisor Opportunity” in the subject line.