



careers@sedaa.net

ISHA LEINOW

SUMMARY

Experienced, results oriented Change Consultant with proven track record dedicated to the successful implementation of high impact development projects. Over 7 years experience leading change and managing learning programs.

AREAS OF EXPERTISE

Change Management
Change Communications

Project Management
Training & Leadership Development

ROLES AND ACHIEVEMENTS

Change Management

Led re-structure of Protransport's billing department. Conducted change readiness assessment, re-designed organization structure and helped department set performance goals. Clarified roles determined staffing needs and systematized workflows to obtain consistent outputs. Revamped performance review program and on-boarding processes.

Developed Kaiser Permanente's Strategic Change Initiative Framework. Built change toolbox and aligned national Organization Effectiveness team around a systematic, team-based approach to change implementation.

Led organization re-design of Pacific Circle, Inc. Created strategic plan, conducted gap analysis and developed effective management practices. Aligned operations with the business strategy. Created team based incentive program and performance review system. Streamlined on boarding and training programs.

Conducted organization analysis, mapped systems, located high yield change levers and led strategic interventions for multiple clients.

Designed and administered employee feedback surveys and oversaw ongoing improvement efforts for various clients.

Project Management

Systematized internal project management program, created governance model and defined roles. Systematized work processes, created budgets, implemented financial controls, tracked milestones and deliverables and scheduled iterative evaluations of progress with a formal project review.



careers@sedaa.net

Designed and facilitated multi-stakeholder meetings and developed a unified framework to guide California's Rate Re-structuring Committee's efforts to reform Congregate (Foster) Care.

Built, trained and managed project teams to oversee travel arrangements to corporate meetings for various fortune 500 companies.

Led team conducting organization assessment for a Sonoma County High School. Built organization assessment tool, and scheduled observational meetings and interviews.

Created project budgets, work plans and deliverable timelines for Co-Ignite's consulting team.

Developed and executed work plan to build and deploy Kaiser Permanente's Strategic Change Initiative Framework.

Ran various process improvement projects for multiple clients.

Change Communications

Designed and deployed communications strategy for California Congregate Care Reform Integration Project. Converted multiple stakeholders with varying project interests utilizing websites, email campaigns, calls and in person meetings.

Socialized the need for a systematic change framework at Kaiser Permanente and attracted qualified change consultants for the project. Coordinated communications and scheduled meetings to assign roles, facilitate creation of project plan, design processes to share information and align on a timeline for deliverables.

Managed internal organizational communications for Pacific Circle, Inc. to facilitate ongoing process improvement efforts.

Wrote content and managed wiki to facilitate sharing of information, build alignment and coordinate organizational change projects.

Training & Leadership Development

Taught group dynamics and trained graduate organization development students at Sonoma State University to become effective leaders, change agents and consultants. Transferred skills in leadership development, organizational change, process consulting, emotional intelligence, interpersonal effectiveness, group process and effective decision-making. Facilitated sensitivity training groups (T-groups).

Hired, trained and coached project managers to build collaborative work teams, run multi-million dollar meetings and develop staff utilizing individual development plans and performance reviews.

Coached several leaders in the medical industry to develop their abilities to build teams, lead projects and align their teams around strategic goals.



careers@sedaa.net

Trained consultants to manage the sales and delivery of high-impact learning programs for SAT Preparation Company and increased billable hours by 15%

Facilitated on boarding and training of new hires on Amadeus and Sabre (airline reservation systems) at Exito Travel and Enterprise Events Group. Significantly reduced hire to work time.

Led meeting facilitation, communication and leadership development workshops for various non-profits.

Work History

Sonoma State University (2009 – Present)

Kaiser Permanente (2011)

Co-Ignite (2011)

Pacific Circle, Inc. (2008 – 2011)

Congregate Care Reform Integration Project (2010)

Protransport (2010)

Mountain Shadows Middle School (2009)

Enterprise Events Group (2004 – 2008)

Exito Travel (2003 – 2004)

Education

M.A., Organization Development – Sonoma State University, Rohnert Park, CA

B.A., Sociology – University of California, San Diego, La Jolla, CA