
LYNETTE DANIELS-JORDAN

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CHANGE MANAGEMENT LEADER / INSTRUCTIONAL DESIGN / TALENT DEVELOPMENT

Dedicated Organizational Change Manager with over nine years of experience leading transformative initiatives in dynamic environments. Proven track record of driving successful change programs from conception to execution, optimizing processes, and enhancing organizational efficiency. Skilled in stakeholder engagement, impact analysis, employee surveys, strategic planning, and fostering a culture of adaptability. Adept at identifying opportunities for improvement and implementing solutions to drive sustainable business growth. Excellent organization, communication, project management, change management, and presentation skills with outstanding attention to detail. Flexible to travel.

PROFESSIONAL EXPERIENCE

CORNERSTONE TALENT CONSULTING, INC.

March 2022 to Present

Chief Executive Officer

Consult businesses on change management, leadership and talent development, instructional design, training, strategic planning, processes and procedures, organizational development, and organizational culture.

Clients:

Norfolk Southern Railroad - Sr. OCM Consultant

- Developed strategic change management and communication plans and simultaneously managed multiple IT and HR projects from inception to adoption in collaboration with the PMO.
- Created awareness of the need for change by sharing why change was necessary of the risks of keeping things the same
- To influence desire for change and build a change agent network, held meetings with key leadership stakeholders gain buy in for change, share organizational vision, and ensure compliance.
- Utilized instructional and end user design to plan and develop leadership presentations, quick reference guides, training videos, newsletters, and employee communications.
- Developed virtual hands-on training classes, created office hours for individualized help with questions, and created SharePoint sites housing all training materials to increase employee ability in utilizing new tools and systems.
- Managed reinforcement by measuring adoption, holding department leadership accountable for communicating risks and benefits of change initiatives, and recognizing change adopters.
- Created stakeholder assessments, roadmaps, resistance plans, and OCM templates.
- Provided guidance, support, and expertise to help leaders develop leadership skills and achieve their goals in areas of communication, conflict resolution, emotional intelligence, personal development, building trust, and strategic planning.

U.S. Department of Health and Human Services - Business Process Improvement Consultant

- Collaborated with SMEs, PMs, and I/O Psychologists to research, analyze, and enhance the efficiency, effectiveness, and overall performance of hiring processes.
- Gathered data, interviewed SMEs, and observed workflows to pinpoint challenges within the current process.
- Documented current procedures and newly identified process improvements.

FEDERAL RESERVE BANK

September 2015 - March 2022

Federal Reserve Bank of San Francisco – HR Strategy, People and Culture (SP+C)

Sr. Talent Development Program Manager

January 2021- January 2022

Twelve-month leadership exchange to oversee the design, development, and implementation of talent development programs within human resources. Assessed organizational and leadership knowledge gaps through cross collaboration with corporate leaders, HRBPs, and staff. Responsible for New Employee Orientation, Manager Training, Career Growth, and Leadership Development program design and development.

Key Achievements

- *Managed the redesign and development of an asynchronous new employee orientation experience, reducing in-person facilitation by 85%.*
- *Designed a solutions-based manager portal utilizing SharePoint and MS Teams to cover the entire employee lifecycle. Site lauded by more than 400 members as a daily management tool that supports community-building among leaders, content sharing of pertinent internal and external subject matter, and consolidation of knowledge for immediate transfer.*

- *Collaborated with external consultants on creation of executive and leadership development programs. Initial rollout to 25 leaders. Success of program resulted in a mandate from Bank President to rollout bank wide.*

Federal Reserve Bank of St. Louis – Center for Learning Innovation
Prosci Change Management Practitioner and Instructional Designer

September 2015 – March 2022

- Introduced and spearheaded “*What is Change Management,*” holding a department-wide workshop for over 100 participants.
- Consulted Supervision Learning leadership on organizational change initiatives to include new name, mission, value statements, group responsibilities, and organizational culture.
- Analyzed pulse survey data and provided recommendations; performed stakeholder assessments and impact analyses to identify and share strategies for potential areas of resistance.
- Responsible for communication plans and ongoing internal communications drive adoption for new technologies.
- Designed and developed storyboards, course outlines, learning paths, assessment questions, and learning units contributing to a 2000-hour curriculum for the Consumer Compliance Examining Commissioning Program (CC ECP) Community Banking Organization Examiner Commissioning Program (CBO ECP), and Large Financial Institutions (LFI ECP).
- Designed and developed end-to-end learning plans and learning bundles for Continuing Professional Development including roadmaps, communication plans, content creation, and technical documentation.
- Analyze quarterly assessment and evaluation survey data to assess, report, and respond to challenges related to learning strategies.
- Used Kirkpatrick’s Evaluation Model to design a measurement strategy assessing the impact of all learning initiatives and provided analyses and recommendations to senior leadership.
- As former ERG Co-Chair, influenced and engaged HR leaders and senior bank leaders to assess, recommend, build, and evaluate personal and professional development programs and DEI initiatives for the ERG and entire eighth district.
- Provided coaching and mentorship to new and current leaders, employees, summer interns, and INROADS students.

Key Achievements

- *Upon observing a lack of understanding around performance management tools and processes, engaged Bank leadership to facilitate a “Managing Your Own Career” workshop. Registration soared 75% higher than target. Workshop was so successful; I was asked to serve as internal consultant to HR to expand workshop as a bank wide initiative and assist with rollout.*
- *After witnessing fallout from poorly executed changes, facilitated a department-wide introduction to change management using varying change models. Sold department heads on how this could be utilized as an offering to our internal and external clients. Resulted in the addition of change management as an offering supporting the rollout of technology and large organizational initiatives. Worked with two colleagues to implement a change management community of practice.*
- *Designed, developed, and facilitated a two-day workshop for leaders entitled, “Leadership Symposium: Leading Leaders Through Change.” Executive VP expressed this was the best training class she had ever attended.*

SPIRE GAS COMPANY
Human Resources Learning and Development

October 2013 - August 2015

Key Achievements

- Led training team in implementing needs assessments and skills gaps, development and implementation of change management strategies, communication plans, online training courses, job aids, software simulations, voiceovers, learning management system, employee learning plans, and instructor-led courses.

- Company acquired two new companies (more than 1100 employees), resulting in three different payroll systems across three states. Utilized my technical background to collaborate with ADP developers on system testing, error identification, and recommended solutions.
- Led change management efforts on the transition from Oracle to ADP time management system for the St. Louis Region and personally facilitated in-person communication and training for over 500 team members in two weeks.
- Analyzed organizational learning needs to recommend new training programs or modify existing ones.
- Created online training modules for field personnel to reduce the number of hours spent in classroom learning. Devised training plans for each area and created virtual trainings decreasing over 100 hours of classroom time.
- Directed change management initiatives to transition the entire company to Success Factors. Developed comprehensive change management strategies and learning plans, including the creation of all necessary training documentation.

SKILLS

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| <ul style="list-style-type: none"> ▪ Training/Organization Development - Project Management, Research, Consulting, Learning Theories, Technical Writing, Adult Education, Curriculum Development, Facilitation, Learning Objectives, Assessments and Evaluations, Needs Assessments, Task Analyses, Proposals, Policies and Procedures, Career Development, ADDIE, Rapid Prototyping, eLearning | <ul style="list-style-type: none"> ▪ Leadership - Mentoring, 360 Feedback, Employee/Leadership Development, Ken Blanchard's Influencing Others, Leadership Theories, Conflict Management, Leadership Assessments (DiSC, Jung, Myers-Briggs, People Styles, Strengths Finder), Change Management (ADKAR, Kotter, Satir), Coaching (Models - GROW, Solution-Focused, Appreciative, CoActive) | <ul style="list-style-type: none"> ▪ Technology - Mac/PC proficient, MS Office, LMS administration -Blackboard, Energy WorldNet, Success Factors, SumTotal, Video Editing - Final Cut Pro X, Camtasia; Curriculum Development - Articulate Studio, Articulate Storyline, Adobe Captivate; Collaboration - WebEx, Zoom, Teams, SharePoint, Jira |
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EDUCATION

M.A. Organizational Leadership (Organizational Management) | Lewis University | IL
M.S. Education (Instructional Technology) | Southern Illinois University Edwardsville | IL
B.S. Electronic Engineering | East-West University | IL
Prosci Change Management Certification