



# Organization Development Practice

## Our Organization Development Expertise

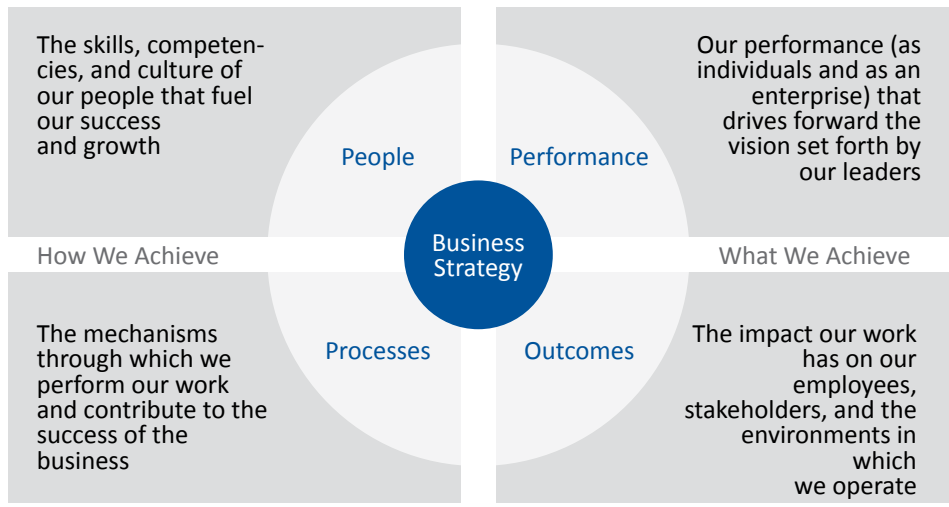
Kaiser’s approach to Organization Development is based on a holistic, system-wide philosophy that aligns stakeholder needs and interests with organizational capabilities and priorities to drive enhanced business performance.

“Kaiser Associates has been a tremendous partner to Target Corporation. The value-added recommendations that Kaiser brought to the table were both achievable and sustainable for our company. We would highly recommend their services.”

Vice President,  
Corporate Human Resources,  
Target Corporation

<p><b>Thought Leadership</b></p> <ul style="list-style-type: none"> <li>• 2010 ASTD Excellence-In-Practice Award Recipient</li> <li>• Authored Successful Onboarding: Strategies to Unlock Hidden Value Within Your Organization (McGraw-Hill, 2010)</li> <li>• Featured author, ATD Talent Management Handbook (ATD, 2015)</li> <li>• Partner and featured speaker of conferences and webcasts produced by The Conference Board and The Human Capital Institute (HCI)</li> </ul> <p><b>Representative Clients</b></p> <ul style="list-style-type: none"> <li>• Fortune 10 Oil &amp; Gas Multinational</li> <li>• Fortune 50 Computing Device Manufacturer</li> <li>• Fortune 150 Financial Services Institution</li> <li>• Leading Professional Services Firms</li> <li>• Leaders from nearly every US Federal Government Agency</li> <li>• Fortune 20 Healthcare Company</li> </ul>	<p><b>Capabilities</b></p> <hr/> <table border="0"> <tr> <td data-bbox="521 978 789 1035"><b>Organization or Program Strategy &amp; Design</b></td> <td data-bbox="829 978 1133 1146"> <ul style="list-style-type: none"> <li>• Operating Models</li> <li>• Organization / Governance Structures</li> <li>• Capability Building</li> <li>• Workforce Analytics</li> </ul> </td> <td data-bbox="1170 978 1471 1079"> <ul style="list-style-type: none"> <li>• Performance Management</li> <li>• Stakeholder Analysis</li> <li>• Benchmarking</li> </ul> </td> </tr> </table> <hr/> <table border="0"> <tr> <td data-bbox="521 1199 789 1255"><b>Business Performance &amp; Process Innovation</b></td> <td data-bbox="829 1199 1133 1320"> <ul style="list-style-type: none"> <li>• Business Process Re-engineering</li> <li>• Root Cause / Efficiency Analysis</li> </ul> </td> <td data-bbox="1170 1199 1471 1226"> <ul style="list-style-type: none"> <li>• Work Process Definition</li> </ul> </td> </tr> </table> <hr/> <table border="0"> <tr> <td data-bbox="521 1367 789 1394"><b>Change Management</b></td> <td data-bbox="829 1367 1133 1467"> <ul style="list-style-type: none"> <li>• Stakeholder Management</li> <li>• Communications Strategy</li> <li>• Cultural Assessment</li> </ul> </td> <td data-bbox="1170 1367 1471 1451"> <ul style="list-style-type: none"> <li>• Change Management Roadmap &amp; Action Planning</li> </ul> </td> </tr> </table> <hr/> <p><b>Areas of Expertise</b></p> <hr/> <table border="0"> <tr> <td data-bbox="521 1619 716 1646"><b>Talent Acquisition</b></td> <td data-bbox="1016 1619 1235 1646"><b>Talent Development</b></td> </tr> <tr> <td data-bbox="521 1671 651 1698"><b>Onboarding</b></td> <td data-bbox="1049 1661 1333 1755"> <ul style="list-style-type: none"> <li>• Diversity Programs</li> <li>• Learning Programs</li> <li>• Leadership Development</li> </ul> </td> </tr> <tr> <td data-bbox="521 1724 773 1751"><b>Resource Management</b></td> <td></td> </tr> <tr> <td data-bbox="521 1776 919 1803"><b>Employee Experience &amp; Engagement</b></td> <td></td> </tr> <tr> <td data-bbox="521 1829 837 1856"><b>Workplace Health &amp; Wellness</b></td> <td></td> </tr> </table>	<b>Organization or Program Strategy &amp; Design</b>	<ul style="list-style-type: none"> <li>• Operating Models</li> <li>• Organization / Governance Structures</li> <li>• Capability Building</li> <li>• Workforce Analytics</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Management</li> <li>• Stakeholder Analysis</li> <li>• Benchmarking</li> </ul>	<b>Business Performance &amp; Process Innovation</b>	<ul style="list-style-type: none"> <li>• Business Process Re-engineering</li> <li>• Root Cause / Efficiency Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Work Process Definition</li> </ul>	<b>Change Management</b>	<ul style="list-style-type: none"> <li>• Stakeholder Management</li> <li>• Communications Strategy</li> <li>• Cultural Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Change Management Roadmap &amp; Action Planning</li> </ul>	<b>Talent Acquisition</b>	<b>Talent Development</b>	<b>Onboarding</b>	<ul style="list-style-type: none"> <li>• Diversity Programs</li> <li>• Learning Programs</li> <li>• Leadership Development</li> </ul>	<b>Resource Management</b>		<b>Employee Experience &amp; Engagement</b>		<b>Workplace Health &amp; Wellness</b>	
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Kaiser's Organization Development System  
 Process Rigor • Quantitative Rigor • Proven Metrics • Best Practices



Kaiser Associates' Organization Development (OD) practice is focused on helping clients align business strategy with processes, structure and the personal objectives and interests of their people.

Our primary goal is to help our clients become more competitive in creating the kind of organizational environment that motivates and empowers high performing employees while driving the organization's capacity to perform.

Case Studies in Brief

	The Challenge	Our Solution	The Results
<a href="#">Change Management to Drive Organization Transformation</a>	A Federal agency required a full reorganization of its largest department and needed a cohesive change management plan to accompany the roll-out of the new operating model	Kaiser deployed an employee survey to assess the agency's organizational culture and communications style; based on our analysis, Kaiser then developed a change management plan to support implementation of the new operating mode	Designing communications to take advantage of the organization's leadership-driven culture resulted in a higher trust by employees, driving acceptance of the changes currently in implementation
<a href="#">Integrated Talent Strategy Blueprint</a>	Leading multinational corporation lacked a comprehensive framework to guide integration of large-scale HR/Talent initiatives	Kaiser developed a framework and 'common language' to integrate the client's numerous talent initiatives and built a 'master' blueprint to guide implementation	Company has talent initiatives harmonized to realize key business outcomes, such as best-in-class client service and higher staff engagement
<a href="#">Stakeholder Assessment and Business Process Reengineering (BPR)</a>	Newly stood up function did not meet internal service delivery expectations	Kaiser conducted stakeholder assessment and root cause analysis to inform a newly designed process and organizational structure for the newly stood up function	Service delivery exceeds SLA expectations; allowing expanded scope of services into more strategic support areas
<a href="#">World-Class Onboarding Redesign</a>	'Big 4' professional services firm wanted to redesign and implement a world-class new hire Onboarding program	Kaiser conducted a critical review of the client's onboarding program, identified key gaps relative to best-in-class programs, and then facilitated the detailed redesign and pilot of an enhanced program	Company's enhanced program now includes an engaging new hire orientation experience, clear accountabilities and handoffs for program delivery, and a robust performance measurement dashboard

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Founded in 1981, Kaiser Associates is an international strategy consulting firm that serves as a key advisor to the world's leading companies. We provide our clients with the unique insight to drive critical decision making and solve their most pressing problems.