

Are you a wizard with words and harbinger of transformation? Can you turn chaos into clarity? Can you get teams on the same page, even when that page is still being written? If so, we'd love to have you on the Yates team.

We're seeking an Organizational Change Management and Communications Consultant who can blend the art of communication with the science of making big, bold changes stick. Forget the corporate jargon and endless meetings—we're about outcomes and results, especially when it comes to fast-paced, large scale business transformations.

Here's what you'll be doing:

- **Change whisperer and strategist:** You'll lead organizational change management and communications for hairy and complicated transformations. You'll guide teams through the adventure and develop and implement the full strategy and plan to support and speed towards the desired outcomes. This means digging into the business case for change, understanding the "why" and benefits, and aligning it with the overall client strategy.
- **Make things human:** You'll be a pro at stakeholder and end-user identification and mapping. You'll create feedback loops, including surveys, listening sessions, and sentiment gathering, and conduct stakeholder interviews to pinpoint resistance areas. This intel will help you create tailored engagement strategies and identify people-related change impact.
- **Communicate with magic:** You'll weave compelling narratives that inspire action and demystify complex concepts. You'll develop and execute comprehensive communication plans with timelines, channels, and key messages designed for intended outcomes and create the content that drives people to act. You'll create impactful messages, and beautiful visual content will resonate and engage a target audience.
- **Skill builder:** You'll develop and facilitate change management workshops, training programs, and user adoption strategies. You'll also craft robust resistance and sustained adoption plans to make sure changes stick.
- **Metrics that prove it:** You're not just about making things *sound* good; you're about making them *happen*. You'll establish metrics and KPIs to measure change management effectiveness, ensuring everything aligns to overall program outcomes. You'll also take charge of risk tracking and mitigation approaches.
- **Be a trusted partner and coach:** You'll build relationships, becoming the go-to person for organizational change and communication. You'll collaborate closely with project and business teams to integrate change management activities into the project plan, report progress, and act as a change leader, supporting end-users and advising leaders on how to drive change across their teams.

You're probably a great fit if you:

- Speak fluent human and can translate "business speak" into plain language. This includes knowledge of AP writing style and a master of grammar and the written word.
- Have 5-10 years of experience in organizational change management, communications, strategy, or operations oversight, either internally or as a consultant.
- Have a proven track record of leading organizational change management and communications strategy, planning, and execution for a wide range of client industries and types, particularly with a focus on operational and business transformations.
- Can develop and execute creative, pragmatic solutions to help people make meaningful behavioral changes at work.

- You can facilitate an effective meeting, quickly track and report status, and collaborate well with other teams.
- Can juggle and prioritize what's important while maintaining a positive attitude and sense of humor.
- Have a superpower for simplifying the complex.
- You're genuinely passionate about helping people thrive through change.
- Know the Microsoft suite of tools inside and out, particularly PowerPoint, Excel and Word, and knowledge and comfort working with a variety of project management platforms. Familiarity with AI tools or platforms is a plus.
- You understand of the differences between organizational change management, technical change management and project management, and how to work across boundaries to get to the outcomes.
- You are comfortable coaching and advise stakeholders on how to effectively lead change at all levels.

Here's what inspires the Yates team and makes us different:

- Love of learning, unstoppable curiosity, and a commitment to discovery in everything you do.
- Radical responsibility, taking accountability for your entire circumstance – professional, mental, emotional, spiritual, and supporting others in doing the same.
- Intention and commitment = results. This equation works both ways. If you want to understand your commitment, look at your results.
- Strong self-awareness, being genuine, and avoiding the judgment of others. Building trust by understanding where people are coming from and what they believe.
- Demonstrating integrity by being candid, honest, acknowledging feelings, and keeping agreements and commitments.
- Openly showing gratitude and appreciation and being equally willing to accept it.
- Commitment to fun and play. Creating white space for rest and thinking, avoiding self-judgment that can kill creativity, learning, and curiosity.
- Challenging gossip and negativity with opportunities to take responsibility and create solutions.
- Always focusing on creating wins – for yourself, for your peers, for the organization, and for our clients.

See more and learn about our team at yatesltd.com