

DEBORAH NOVAK

PROSCI CERTIFIED
CHANGE LEADERSHIP MANAGER

CONTACT

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LINKEDIN

EXPERTISE

OE Change Strategy & Implementation

Communication Strategy,
Implementation, and Alignment

Executive Assessment, Analysis and
Facilitation

Team Building

Executive Coaching

Leadership Development Training

EDUCATION

*MBA, Human Resource
Management
& Organization Development*
Clark University, Worcester, MA

B.S., Journalism
Boston University, Boston, MA

CERTIFICATIONS

Prosci™ Change Management
Prosci

*Lakeview Interactive Computer
Change Simulation Facilitator*
Experience Point

*LMAP 360 Executive
Leadership Assessment*
LMAP

*Standout 2.0 Executive
Leadership Assessment Coach*
The Marcus Buckingham Company

*Success Profiles Talent Management
Card Sort Analyst*
Developmental Dimensions International

PDSA Quality Management Tools
Florida Hospital

*Needs Analysis & Instructional
Design Certifications*
Langevin Learning Service

PROFESSIONAL BIO

A certified change leader bringing over 15 years' experience to national organizations. Strengths include blending people and organizational effectiveness to achieve financial goals. Measured success focused on continuous improvement has resulted in building high-performance teams in healthcare, insurance, not-for-profit and airline industries.

PROFESSIONAL SUMMARY

CHANGE MANAGEMENT & ORGANIZATIONAL EFFECTIVENESS

Work with C-Suite to design/implement change strategies to identify and train Coach/Mentors that drove improved employee engagement (47th – 77th percentile in 2 years), reduced operating costs by \$700,000, and increased financial acumen to reduce contract labor by 6M. Partner with executive management to restructure EMS using Prosci™ and Talent Sort methodology to assess leader strengths. Created Leadership Council for shared governance. Two OD jobs were created from contract results.

Accomplishments

- Improved Patient Experience from 1st to 72nd percentile in 12 months.
- Increased staff productivity from bottom quartile to top quartile.
- Time to fill 10 days better than industry top quartile (38 vs. 48 days).
- Transition 90 employees with minimal disruption during restructuring.

PEOPLE PERFORMANCE & DEVELOPMENT

Partner with HRBP of Talent Acquisition to implement Right Structure using Prosci™ change and communication methodology for internal and external stakeholders. Collaborate with cross-functional department leaders and teams to improve turnover rates in clinical and non-clinical staff. Define high-solid-low leader behaviors and developed processes and training that integrated change standards to assess and coach talent resulting in increased employee engagement, retention, and internal promotion.

Accomplishments

- 65% of executives coached were promoted to C-suite, VP or Director.
- Reduced time to productivity from 9 to 6 months through introduction of New Leader Team Assimilation process.
- Reduced 90 Day turnover 1% better than industry top quartile.

PROFESSIONAL WORK HISTORY

- 8/2018 – Present ○ DSN CONSULTING -Interim Leader
- 2012 – 7/2018 ○ Florida Hospital
Received progressive promotions throughout employment partnership.
Sr. Organizational Effectiveness Strategic Practice Leader
- 2007 - 2011 ○ MACNEAL HOSPITAL | Chicago, IL
Received progressive promotion throughout employment partnership.
Director of Organizational Excellence