



**Frances Jones, M.A.**



Frances Jones is an Organizational Change Consultant at Strategic Change Services with over 15 years' progressive experience in Lean, Six Sigma, organizational development, and meeting facilitation. She recently served as a regional Organizational Change Consultant for over 3,000 employees, in the second largest employer in Alaska implementing enterprise wide change. She currently works with small and large-scale initiatives in a multi-site business environment as well as with government, non-profit and for-profit organizations.

Frances' key success comes from her abilities to build collaborative relationships and consensus for a shared vision and outcomes; having a strategic perspective; ability to establish focus with measurable outcomes; and fostering organizational learning. Colleagues describe Frances as: impact driven, thorough, motivational, diligent, dedicated, asks thought provoking questions, strong facilitator, high ethics and integrity.

Frances' ultimate goal: happiness. In the end if happiness occurs, everyone is a winner... the boss, the staff, and the customer. The secret? Find out what makes them happy, find the common thread and tie it all together! Use a colorful thread that will work for everyone, explain how it will be threaded together, when it will be done, and what it will look like when it is done. Answer their questions and address their concerns. Let them know how they will fit in with the new process and how they will use the new process. Help them prepare themselves for the changes. Involve them in the entire process as it is changing and keep them informed with the information they want, when they want it! Sounds simple right? All it takes is time, patience and skill! Let's get ready for the ride! We are all in this together!

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