

JEAN TULLY

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Consultant ♦ Organizational Change Navigator ♦ Coach ♦ Trainer

A senior leader with expertise analyzing system, structural, and human interdependencies to achieve exceptional results. Jean combines process and quality improvement skills with social science skills, and using a wide range of engagement methodologies and techniques is able to create sustainable results in complex situations.

-----Core Competencies-----

Consultant / Change Navigator

- * Problem, context, organizational assessment and consulting
- * Change and transition management
- * Tailor project goals and processes to context
- * Structure engagement, processes, participation, timetable
- * Facilitate, co-facilitate with current management

Coach / Trainer

- * Leadership competencies required to work across boundaries, and to build healthy, sustainable work teams
- * Habits and competencies of systems thinkers
- * Appreciative leadership competencies
- * Coaching from a systems perspective
- * Training
- * Numerous programs focused on systems thinking and analysis

-----Relevant Experience-----

Consultant / Organizational Change Navigator / Coach / Trainer

- **Designed and delivered Systems Thinking component of Hi-Po Leadership Program** for global financial institution, including follow-up integration coaching.
- **Enabled faster training strategy adoption** across 13-hospital healthcare system by planning process redesign & facilitation; overall planning timeframe shortened by 20% by leveraging creative energy and participant engagement across all stakeholder groups.
- **Created global IT multi-year staffing strategy** for Fortune 50 oil company by leading cross-organizational team through year-long assessment and data collection process, utilizing company & global IT trend factors, ensuring continual IT staffing requirements could be met over long-term.
- **Co-managed transformation of stakeholder groups** in 22,000-student School District from disparate, disconnected entities into a collaborative and coordinated cross-functional team with shared ownership for 4 quality objectives focused on improving student achievement.
- **Developed process to generate new 21st century mobility strategies** and sustainability concerns for Fortune 50 automobile company.
- **Re-engineered, designed, and facilitated series of strategy development meetings to improve multi-sector engagement** and organizational learning across 3 entities, reducing project schedule by 20%, resulting in shared ownership for new Trend Analysis Center, Department of Defense.

Leadership Roles

- Managed Global Technical Training Function, 18 ppl, \$3.5M annual budget, significantly improving training delivery and timeliness, incorporating current state training technologies
- Created & managed WW leadership & best practice forum for change agents in HP, enabling global spread of best-practices in applying leading-edge social technologies to improve business performance.
- Utilized HP's proprietary Virtual Classroom technology to facilitate Global Annual Strategy Planning Process (for Business IT Executive Team), expediting plan adoption and alignment through leadership ranks in 4 weeks, saving travel costs & time
- Defined and managed transition from product-focused training to application-focused training for global technical sales organization; transitioned training metrics from participation metrics to impact metrics; incorporated adult learning theory & distance learning technologies.

-----**Professional Work History**-----

CREATING CLARITY, LLC (President)

2002-Present

Consulting firm specializing in context-specific solutions, using whole-system engagements that lead to sustainable reengineered processes and organizational learning.

- * Specific deliverables noted above.
- * Sr Change Management Consultant (Contractor) – IT, SunGuard Health Systems, 2009-10
- * Sr Change Management Consultant (Contractor) – ITPMO, Chevron, 2004-05

HEWLETT-PACKARD COMPANY

Technology provider of hardware, software, and services with sales over \$118B.

- * Sr Change Management Consultant – Computer Systems Organization, 1999-2002
- * Organizational Learning Program Manager – Product Processes Organization, 1993-1999
- * Technical Marketing Engineer – Complimentary Products Division, 1992-1993
- * Sector Training Manager – Test & Measurement Business Sector, 1986-1992

-----**Other Leadership Experience**-----

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| OD Network, Greater Denver Region | Presenter (numerous times) |
| OD Network, San Francisco, CA | Board of Directors 2004-05 |
| Bay Area SoL, San Francisco, CA | Steward, Founding Member 1997-present |
| Society for Organizational Learning, Boston, MA | Founding Consultant Member 1997-present,
Governing Council Member 2000-02,
Chair of various Council committees |

-----**Education & Professional Development**-----

- Leading Self and Leading Team Leadership Assessments**, Wisdom-Works, Boulder, CO
- Coaching from a Systems Perspective Certificate**, Society for Organizational Learning, Cambridge, MA
- Dynamic Leadership Facilitator**, HP and Conversant Company, Palo Alto, CA
- Coaching-In-The-Moment Certificate**, Mariposa Leadership, San Francisco, CA
- Master of Arts in Organizational Systems Program**, Saybrook Graduate School, San Francisco, CA
- BS Electrical Engineering**, Colorado State University, Ft. Collins, CO

References available upon request.

-----**Training Programs Designed and Delivered**-----
(through Creating Clarity LLC)

- **Strategy and Systems, 2010.** Program designed and delivered to multi-functional teams in Ecuador, as well as members of Young President's Organization Ecuador. Analyze system-wide issues using tools and methods of systems thinking and systems dynamics; create strategy plan to capture highest leverage points and create desired future state.
- **Find Clarity in Complexity: create solutions that last and avoid unintended consequences, 2010.** Program designed and delivered to multi-functional teams to analyze system-wide issues and find sustainable solutions. Delivered in Fortune 50 company; also open enrollment.
- **Thinking Systemically about the Westminster Mall Redevelopment, 2010-11.** Program designed, developed, and delivered to the City of Westminster Supervisor Academy participants.
- **Building Learning into Organizational Practices, 2009.** Program designed to evaluate current learning practices within organizational setting, then build in workable practices that create applied learning and sustainable solutions.
- **Dialogue as Strategy to Improve, 2009.** Program designed to teach and incorporate practices of dialogue to impact organizational communications, and ultimately strategic decisions.
- **Systemic Thinking: making sense of complexity, 2004-2008.** Program developed and delivered as part of base requirements in Supervisory Development Program, UC Davis, CA. Consistently rated highest of required programs.

-----**Speaking Engagements**-----

- 2009 ***"Improving Organizational Change Capability through Building the Habits of Systems Thinkers (HOST),"*** Greater Denver Region OD Network, Denver, CO
- 2008 ***"The Indirect Approach: Building Cross-Sector Connections at the Crossroads of Socio-Economic Development and Security,"*** and the Hastily-Formed Networks Learning Souk, 3rd SOL Global Forum: Bridging the Gulf, Learning Across Organizations, Sectors, and Cultures, Muscat, Oman
- 2005 ***"Shape-Shifting Questions as a Genesis for Transformation,"*** 2nd SOL Global Forum: A Symphony of Innovation, Vienna, Austria
- 2004 ***"Appreciative Inquiry: The Power of AI & How it Supports the OL Disciplines,"*** SOL Annual Meeting: Leading in Action-- Creating New Knowledge for Fundamental Innovation, Cambridge, MA
- 2002 ***"HP's IT Reinvention: the Human Implications"*** and ***"HR and e-Services,"*** Examining Contemporary Issues in Leading Organizations, HR Best Practices Conference, Graduate School of Management, La Trobe University, Melbourne, Australia
- 2000 ***"Assessing the Impact of Systems Thinking Development on Organizational Performance,"*** SOL Annual Conference, Ogunquit, ME

- 2000 **Organizational Learning Panel of Practitioners**, Practical Applications for Using Systems Thinking Conference, Linkage Inc., Lexington, MA
- 2000 **Advanced Systems Thinking Practitioner Track Facilitator**, Systems Thinking in Action Conference, San Diego, CA
- 1999 **Learning Organization Panel**, International Automotive Conference, hosted by Visteon Automotive Systems, Detroit, MI
- 1998 **“Walk Thru Time,”** SOL Annual Conference, Monterrey, CA
- 1997 **“Building Systems Thinking Competency in HP,”** Society for Organizational Learning (SOL) Inaugural Annual Conference, Boston, MA