



MCA Awards 2018 Finalist

Change Management Consultant of the Year

Elisabeth Coates, North Highland

Elisabeth leads the People and Change practice at North Highland UK, as well as advising her clients and delivering on large transformation programmes. Her particular strengths lie in leading and building capability within blended teams to deliver goals and problem solve together so that greater impact can be achieved for her clients.

Elisabeth has delivered real impacts for her clients, including:

- Working with a rapidly growing online Retailer to transform their Retail function, specifically how they plan, buy and trade with an increasingly global focus
- Shaping the target operating model for change management as part of a complex transformation for a leading telecommunications provider
- Delivering a large-scale (circa 20,000 people) technology-led behaviour change programme to a disparate workforce at a top 6 energy provider
- Mobilising and shaping the change management required to successfully deliver a global HR transformation in a post-merger environment

She has also further advanced the People and Change practice she runs, through:

- Launching new capability development initiatives including formal learning, bitesize knowledge sharing, curriculum creation and mentoring programmes
- Developing a programme of thought leadership pieces to both stretch her Consultants' thinking and tap into clients' challenges
- Creating a community that people want to be part of, attracting some of the best talent from across the organisation