

Julianne Kennard

Resume

Personal

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Career Summary

I am a partner in Kennard Consulting, a company that my husband and I started in 2003. I am a full-time mother with two children under 4. I am able to work on a contract basis by negotiation.

I have broad experience in change management, communication, and learning and development, and have worked in both project and operational environments in large organisations. Key projects I have worked on include:

- Design and rollout of a new performance management process.
- Implementation a risk and safety system and changes to business process.
- Establishment and transition to a shared service HR delivery model.
- Introduction of self-service technology for HR, Payroll and Self Service (Oracle).

Work History

Westpac Banking Corporation Ltd
Change Manager

Jan 05 – Dec 05
(Full-time)

- Develop change management strategies, conduct stakeholder analysis, impact assessments and devise appropriate plans.
- Work alongside project design consultants to ensure change management implications are understood and planned for.
- Form and maintain productive working relationships with HR consultants in business units to ensure successful transition to the new environment.
- Undertake impact assessments to determine the nature and extent of change.
- Conduct employee focus groups to ensure a thorough understanding of the issues.
- Develop transition plans based on impact assessment.
- Plan, develop and deliver all communication in consultation with business units and stakeholder communications.
- Ensure all change activities are completed in accordance with project plans and time frames.
- Measure effectiveness of change management activities including communication.

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Qantas Airways Ltd.
Change Management Consultant

Aug 02 – Jan 05
(Full-time)

- Perform stakeholder analysis to understand and manage expectations of change programs.
- Undertake impact assessments to determine the nature and extent of change to staff groups.
- Develop transition strategies and plans for change programs based on staff impacts.
- Develop and plan communication for the change program.
- Research, design, write and publish communication material for change programs using a variety of mediums, including written, verbal, and online.
- Provide specialist advice and guidance to project/program managers and team members.
- Foster positive relationships with senior project sponsors and stakeholders.
- Engage in ongoing stakeholder management to ensure support for change programs.
- Analyse effectiveness of change management approach and make recommendations for improvement.

Qantas Airways Ltd.
Corporate Learning and Development Consultant

Jun 00 – Jul 02
(Full-time)

- Project managed the design, development and implementation of a training administration system.
- Successfully designed, customised, and rolled out the Qantas induction program incorporating fully interactive multimedia.
- Designed and delivered professional development courses for operational trainers.
- Consulted with Qantas business units to identify learning and development needs.
- Performed instructional design for online and face-to-face training courses.
- Delivered face-to-face training programs to all levels of the organisation.
- Managed airport learning centres and liaised with government agencies regarding funding.
- Negotiated and managed contracts with external providers.
- Conducted evaluation of Qantas College Online to ensure ongoing learner satisfaction and identify areas for improvement.
- Assisted corporate Human Resources with the graduate recruitment process.

Royal and SunAlliance Insurance
Learning and Development Officer

Aug 98 – Jun 00
(Full-time)

- Researched and assisted the implementation of the Balanced Scorecard.
- Assisted with the design and development of a new performance management process.
- Developed and delivered a performance management training program incorporating 360 feedback and the Balanced Scorecard.
- Conducted Training Needs Analysis for business units.
- Assisted with graduate assessment centres.
- Coordinated graduate program and delivered graduate orientations.

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- Managed the company Professional Development Program.
- Researched and compiled a learning and development directory of services.
- Researched company scholarship initiative.
- Negotiated with external vendors for the delivery of soft skills programs.
- Redesigned and delivered the company induction.
- Successfully coordinated the employee award scheme.

Voluntary Work

Lifeline

Voluntary Telephone Counsellor

*Feb 02 – Feb 03
(Casual)*

Software Experience

Microsoft Project

Microsoft PowerPoint

Microsoft Internet Explorer

Lotus Notes

Microsoft Word

Microsoft Excel

Microsoft Windows NT

Intranet development tool (Teamsite)

Qualifications

Tertiary

Bachelor of Arts (Psychology)

Macquarie University

Professional

Certificate IV in Assessment and Workplace Training

Qantas College

Situational Leadership II Accreditation

The PTD Group

Secondary

Higher School Certificate TER 93.35

MLC School, Burwood

Interests and activities

My children and maintaining a healthy lifestyle.

Referees

References available on request.