



GLEN HASLING

PRINCIPAL CONSULTANT--CHANGE MANAGEMENT



RELEVANT EXPERIENCE

Glen Hasling is a change management, learning & development, process improvement, and organizational performance executive who helps businesses solve problems by enabling their most important assets — their people.

He began his career with **Accenture** as an Organizational and Human Performance Consultant. He has designed enterprise-wide programs for learning, knowledge management, process improvement, transformations, and other performance initiatives as an executive with Fortune 50 companies, including **Honeywell, Equifax, The Home Depot, and Citi.**

During his career he has created functional and technical training programs; built and implemented complex, enterprise-wide product management academies; strategic internal communications programs; content governance processes; and scalable knowledge management systems.

Glen's expertise helps clients develop global organizational performance strategies that impact sales and service performance, improve work quality, increase product and solution knowledge, customer satisfaction, and employee success.

In addition, his targeted instructional design, change management, and process improvement methodologies and skills reduce overall expenditures while increasing overall performance.



PERSONAL STATEMENT

I work with key stakeholders from the “top floor to the work floor” to clearly define the performance problems and come up with targeted and effective solutions. I have extensive experience developing organizational performance and change management strategies, and driving sustainable and scalable performance solutions - learning design and development, change management, process improvement, communications, and knowledge management - for fast-paced, global, multi-industry, growth-oriented firms.

I love seeing the proverbial “a-ha moment”/ lightbulb go off as people learn something new that helps them, their customers, and their organizations.

PRACTICE FOCUS

Change Management and Organizational Performance

- Change Management
- Instructional Design/Learning & Development
- Systems Training (ERPs/CRMs)
- Process Improvement
- Performance Consulting
- Needs Analysis
- Knowledge Management
- Strategic Communications
- Training & Performance Measurement
- Quality & Compliance Management
- Process Mapping & Redesign

EDUCATION & CERTIFICATIONS

Florida State University
MS, Instructional Systems Design

Hampden-Sydney College
B.A., Psychology

Prosci Change Management
Lean Six Sigma Green Belt certified
Project Management Professional

SECTOR EXPERIENCE

Financial Services / FinTech

- Banking/Credit Reporting
- Credit Cards/Deposit Accounts
- Customer Service Operations
- Financial Services Products
- Regulatory Compliance

Retail/E-tail

- Home Improvement
- Product Knowledge
- Big Box Retail Operations
- Customer Service & Sales
- E-commerce/Recurring Revenue Products

Contact Center Operations

- Remote Learning & Development
- CRM Design & Training
- Customer Service
- Quality Assurance
- Process Improvement
- Regulatory Compliance

SaaS

- SaaS Product Knowledge
- Product Release Management Lifecycles (SDLC)
- Market and Customer Analysis