



## Organization Development Services

We believe that each organizational context is unique, so we begin each consulting assignment with a process to learn about the client. This initial assessment with the client helps identify an appropriate 'lens' that we use in helping the organization build its effectiveness and meet its objectives. We draw on a variety of models and tools in our consulting practice.

- Change Management
- Team Development
- Organization Assessment and Diagnosis

We are certified to use a variety of assessment tools and instruments. These can be helpful ways to help people in an organization understand their styles and preferences, and uncover patterns that block the organization's success.

We do not see ourselves as 'change managers', but rather our role is to support our clients in their own processes of change. We use our experience and skills to complement the client's efforts, and our objective is to deepen the client's capacities to work with the changes in their own context.

### Selected Recent Assignments

National NGO	Long-term support to a large national NGO to strengthen its capacity and effectiveness by building a professional development system. Worked across the organization with change champions to identify and develop the core competencies that drive business success.
National Association	Advised the Association's Executive Team on change management to ensure the success of strategic initiatives across the organization. Coached senior managers on appropriate ways to build and manage teams.
International Agency	Strengthened the effectiveness of virtual teams support across 130 countries. Diagnosed current conditions and identified best practices. Aligned and coordinated key stakeholders to improve the quality of support services for key virtual meetings and team processes.

## Selected Client Feedback

*"We found Michael Randel's consulting very helpful in facilitating a fledgling Executive Team's efforts to work efficiently and collaboratively towards a cohesive strategy organization-wide.*

*With Michael's help and coaching, we were able to push ourselves to work beyond familiar and even comfortable boundaries. I always found him to be a good sounding board, a rich source of ideas for ways to improve our operations and effectiveness. He is goal oriented, strategic and pragmatic, all of which he used deftly in the weekly Executive Team sessions. He was a strong coach in helping develop and implement a transformation strategy with sustainable results. There is no question that members of the Executive Team became more successful leaders because of our association with Michael."*

*Kim Igoe, Executive Vice President,  
American Association of Museums*

*"Michael has been a great asset to Bethesda Green. He joined our team as a volunteer and helped us sort through some challenging organizational issues as we were in transition. The outcomes were better communication, a more well-defined structure and clearer vision. Michael has a style that brings people together to address complex issues."*

*Dave Feldman  
Executive Director, Bethesda Green*

*"Our company faces multiple, complex challenges, entailing long-range planning, reorganization and launching new ventures. Michael has provided crucial assistance to the leadership of the organization, as well as my specific project, in a wide variety of areas. His patience, humor, diplomacy and broad knowledge of his field has been invaluable."*

*Beth Merritt  
Center for the Future of Museums/AAM*

*"Michael has provided valuable advice and guidance to our unit over the past several years. He has designed and facilitated corporate retreats and meeting, many of which were transformational for our organization. He has also helped design skills and competency frameworks for staff, in line with the high quality and throughput expectations for our department. Michael's work is innovative, solid, and focused on business results. He is personable and quickly establishes an effective rapport with his clients. I strongly recommend him."*

*Alex McKenzie  
Senior Information Officer, World Bank*