

ERIC FORD

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PROFESSIONAL SUMMARY

High performing, results-driven Organizational Development professional with 25 years of experience building strategic, operational, and cultural alignment for increased organizational effectiveness and employee growth within healthcare, higher education, non-profit, and business settings.

WORK EXPERIENCE

EMC Insurance Companies / Des Moines, IA / March 2022 – present

Change Management and Organizational Design Consultant (*remote*)

- Facilitate organizational development literacy across the enterprise through content creation and promotion, active coaching of executive leaders, information sessions with project sponsors, and team member presentations to drive successful, transformative cultural initiatives, on topics such as talent management, effective teams, DEI, health and wellbeing, and workforce planning.
- Design and deliver instructional topics – including training needs and learning transfer assessments – to enhance employee growth in the areas of change fatigue, workplace stress, and strategy alignment.
- Lead the development and execution of structured Change Management and Organizational Design plans – including future state definition, stakeholder identification, impact analysis on workflow and behavior, resistance mitigation activities, outcome measurements, as well as communication and training deliverables – for mid-to-large size, cross-functional projects to ensure business partner efforts and enterprise-wide strategic initiatives are achieved.
- Proficient with Microsoft Office (Word, SharePoint, PowerPoint, Excel), data collection methods (MS Forms, Survey Monkey, Qualtrics), statistical analysis platforms (R, SPSS, JASP) and video conferencing technologies (Teams, Skype, Webex, Zoom).

Yost & Associates, Inc. / Seattle, WA / September 2018 – May 2022

Senior Consultant (*contract*)

- Analyzed qualitative exit interview data for *Department of Housing and Food Services at University of Washington* through survey design, data collection in Qualtrics, curation of relevant insights, evaluation of trends and key findings, and presentation of actionable insights.
- Conducted program evaluation at *Nebraska United Methodist Foundation* for new *Legacy Giving* project, including measurements, research plan, and statistical analysis.
- Presented executive summary on qualitative strategy and culture assessment for *Board of Directors at Seattle Pacific University* via thematic analysis, team communication barriers, and creation of DEI discussion guide.
- Designed instructional materials for leadership development and employee growth including:
 - Successful mentoring for *Magellan Federal*.
 - Elements of effective teams with *U.S. Fish and Wildlife Service*.
 - Strengthening employee engagement at *Vimocity*.
 - Motivational leadership behaviors in support of organizational change with *Insights*.
 - Effective components of organizational communication at *Limeade*.
 - Coaching and feedback with *Scontrino-Powell, Inc.*

Pivot NW / Seattle, WA / October 2018 – March 2021
Change Management Research Consultant (contract)

- Developed proprietary change management survey to assess agent behavior over multiple stages with identified outcomes for process improvement; presented research findings of new model with engaging visualization of data, storytelling, and actionable insights.
- Utilized ADKAR, Prochaska, and Kotter change models to propel client innovation initiatives with younger demographic producing 75% increase in engagement.

Great Plains United Methodist Conference / Topeka, KS / July 1996 – June 2018
Organizational Development Specialist

- Designed strategic and cultural alignment during geographic merger through creation of new division, operational management of \$1 million budget, collaborating with senior leadership, and coordinating positive alliances across multiple departments.
- Amplified effectiveness of clients, colleagues, and executives through the full cycle of instructional design of multiple learning and development topics within talent management team.
- Mediated client relationships and arbitrated conflict resolution process for Human Resources.
- Mentored 12 new hires through selection process toward successful credentialing.
- Accelerated revitalization of over 20 small congregations utilizing organizational analysis, strategic alignment, generative action plans, and a communities of practice model.

Senior Pastor

First United Methodist Church / Leavenworth, KS / January 2016 – June 2018

- Implemented structural analysis with Board of Directors, utilizing tactical visioning process, learning communities, unit redesign, and strategic planning resulting in positive growth in all outcome indicators within the first year, reversing a 50-year organizational trend.
- Augmented operational management of non-profit, community center – with staff of 20 and \$500,000 annual budget – through alignment of workflow with emerging needs and creation of a developmental environment through new performance management metrics and compensation system to enhance employee growth and volunteer engagement.

Pastor

First United Methodist Church / Wahoo, NE / July 2013 – December 2015

- Tripled leadership pool by instituting systems of training and development, succession planning, inclusive culture, and intentional recruitment of diverse and marginal voices.
- Aligned team strategy and work processes for staff of seven, with creation of new director role.
- Spearheaded growth in annual revenues, expansion of capital projects, completion of \$1 million fundraising campaign, and tripling of operating reserves.

Pastor

HOPE Parish / Orchard, Page, Ewing, NE / July 2009 – June 2013

- Streamlined efficiency of governing structure through organizational redesign and rollout of new program teams to align with strategic vision of new parish.
- Crafted learning experiences and service opportunities driving annual increases in customer participation, volunteer growth and development, capital giving, and operating reserves.

EDUCATION

Seattle Pacific University / Seattle, WA / *Doctor of Philosophy* in Industrial-Organizational Psychology

Southern Methodist University / Dallas, TX / *Doctor of Ministry* in Strategic Leadership

Boston University / Boston, MA / *Master of Divinity* in Hebrew Bible

Nebraska Wesleyan University / Lincoln, NE / *Bachelor of Arts* in Religion