



Marilyn Stanton-Illuminated Consulting LLC

Working with Individuals & Organizations to Increase Effectiveness

Services

Team and Organization Effectiveness: Work with internal resources to create nimble, innovative organizations by building effective cross-functional work groups, designing efficient work processes, and creating organization designs that support urgent business needs as well as longer-term strategies

Change Execution: Build change management competencies for transitions due to outsourcing, acquisitions, growth, or workforce adjustment using accelerated change/transition workshops and tools applied to a current business project

Intercultural Competency Assessment and Development: Increase productivity in global and intercultural work settings through developing global leadership and managerial competencies. Using on-line tools, help organizations understand the capabilities they need to meet their international objectives, assess and develop the international skills, competencies and talents of individuals, and build successful international teams

Learning and Development:

Improve competitive advantage through performance improvement and leadership development programs. Develop and implement competency based assessment, training, and performance management

Background

20 plus years of internal and external consulting experience in creating effective team and organizations. International & Domestic clients in high tech, biotech, manufacturing, and financial services sectors

Masters of Science in Organization Development- Graziadio School of Business, Pepperdine University
Thesis: *Role of Islamic Values in Organizational Decision Making and Policies*

Bachelors of Education (Ed. Psychology), Graduate Diploma Applied Linguistics - University of Calgary, Canada

Lecturer in graduate HROD degree program University of San Francisco, San Francisco.

Author: Islam Cultural Detective www.culturaldetective.com/cultures.html#ISL

Clients

- | | |
|--|---|
| Alza Corporation, Mountain View, CA | SRI International, Palo Alto, CA |
| Genentech, South San Francisco | Centerbeam, Santa Clara, CA |
| Amgen Thousand Oaks CA | Qualys, Redwood Shores, CA |
| Theravance, South San Francisco | SAP, Palo Alto, CA |
| Cisco Systems, San Jose, CA | Network Appliance, Sunnyvale CA |
| Ingersoll Rand, Woodcliff Lake, New Jersey | Visa USA, Foster City, CA |
| Magna International, Toronto, Canada | Federal Reserve Bank, San Francisco, CA |
| General Electric (GEAM) Stamford, Conn | Tennessee Valley Authority, Knoxville |
| Levi Strauss & Co. San Francisco, CA | Euromoney, London UK |
| Canadian Occidental Petroleum, Yemen | UAE Higher Colleges of Technology, Abu Dhabi, UAE |
| MIS Training Institute, Framingham MA | UAE Central Bank, Abu Dhabi, UAE |
| Walmart.com | Qatar National Bank, Doha, Qatar |
| Chevron, San Ramon, CA | Archduchess of Austria Private Foundation |



Marilyn Stanton-Illuminated Consulting LLC

Working with Individuals & Organizations to Increase Effectiveness

Sample Solutions

Organization Effectiveness Initiatives

Improve **execution of strategic change** and increase change hardiness competencies using strategic workshops with related tools applied to a current business initiative. **Increase results and team effectiveness** through process, role, and competency alignment.

work

Initiatives include **organization assessment** and **redesign, offshore outsourcing, quality manufacturing** programs and **internal controls implementation**. Specifically:

- Designed and delivered strategic change consulting and workshops applied to specific business initiatives to top 1500 leaders of global Fortune 500 company with annual revenues of 9 billion. Business change initiatives:
 - *implementing Sarbanes Oxley, sourcing, offshore outsourcing, field sales operations process improvement and consolidation, product to service shift, innovative manufacturing, ERP implementation, moving to a Shared Services model*
- Design and Change lead for redesign of Applications Development function for offshore outsourcing
- Order Management process assessment and design for a network storage client
- Process and Team effectiveness assessment, consulting, and workshops for major ERP provider
- Business process designs for high tech, manufacturing, and retail marketing clients:
 - Redesigning payment services & banking operations work flow and quality control system
 - Design of IT infrastructure implementation processes for an IT outsourcing firm
 - Work system flow for IT marketing firm
- Process and Change consultant for SDLC design and implementation
- Project Manager and facilitator for implementation of risk-focused internal controls (COSO) implementation at Federal Reserve Bank
- Change and process consulting for Sarbanes Oxley compliance
- Facilitated Fortune 500 Manufacturing company field sales moving from product focus to service focus business model
- Organization design for GOIC (Gulf Organization of Industry and Commerce) Doha, Qatar
- Project Manager and facilitator for organization redesign of supply chain functions: customer fulfillment, sourcing, pricing, procurement, manufacturing
- Change initiatives associated with the implementation of private payments network infrastructure for a major credit card provider.
- Global supply chain capability: building-cross-functional work process and alignment, competencies. Developed and implemented global supply chain competencies for audit, sourcing, costing, planning, and logistics.
- Delivered SPC Quality programs for a leading global supplier for automotive systems and components
- Facilitated Fortune 500 Drug commercialization work process for cross-functional work group



Marilyn Stanton-Illuminated Consulting LLC

Working with Individuals & Organizations to Increase Effectiveness

Intercultural and Global Business Solutions

- *Global Leader Competency, Building Global Teams, Change Across Cultures*: Reduce business risks associated with miscommunication and mistrust in critical intercultural business relationships with team workshops, individual intercultural competency assessment, development plans, and coaching.
- Organization design for offshore outsourcing implementation
- Authored and delivered interactive training course on Islamic Values www.culturaldetective.com
- Infrastructure strengthening of UAE Central Bank including leadership development alliances with the IMF and World Bank. Developed 5 year competency based career path for 13 bank functions.
- Greenfield start of a post-secondary competency, based banking, business, and technology college for Arab females in the United Arab Emirates
- Competency based program design for nationalizing workforces in Arabian Gulf in the oil and banking sectors
- Partnered with Ministries of Defense, Health and Education, International Red Cross, and other aid agencies to develop and administer women focused rural community development programs in Zimbabwe
- Organization design for GOIC (Gulf Organization of Industry and Commerce) in Doha, Qatar.

Program/ Workshop Design and Delivery/ Facilitation

- Global Competencies: Cultural Smarts
- Change Across Cultures
- Cultural Detective-Increase Productivity and Strengthen Relationships
- Coaching to Competency
- Road Map to Change
- Power and Systems-Barry Oshrey Workshops
- Getting to a High Performance Organization by Busting/Building Norms
- Values based Teaming workshops
- Integrated Strategic Planning facilitation
- Work Process and Organization Design
- Performance Consulting and OD Skills for Internal HR and L&D Resources
- Achieving Results Through Entrepreneurial Risk Taking and Innovative Thinking

Assessment Tools

Certified Inscape Trainer and Distributor
www.inscapepublishing.com

- Dimensions of Leadership
- DiSC-Work and Communication Styles
- Sales and Customer Service
- Work Expectations
- Role Behavior Analysis
- Listening Profiles

Certified WorldWork Trainer, UK

- International Profiler
- Global View (360 for International Competencies)
- International Team Trust Indicator
- International Role Analysis

LJMap www.ljmap.com

Aligning personal and organizational values with customer relationship

Enneagram



Marilyn Stanton-Illuminated Consulting LLC

Working with Individuals & Organizations to Increase Effectiveness