

Shona Mackintosh

Shona Mackintosh is a senior advisor with expertise in programme management, organization design, and behavioral change. She has a long-standing track record of successfully delivering complex projects and transferring skills to clients at all levels. Recently concentrating on advisory work with rising senior executives, Shona has led assignments in Financial Services, Hospitality, Pharmaceuticals, Real Estate, Telecommunications and the not-for-profit sector.

Sample projects include:

- Led a client-LH&P team conducting a global reorganization at an accelerated pace. Mobilized team across time zones, developed and monitored project plan, delivered client briefings, and integrated multiple changes in scope and timeline. Delivered project objectives on-time, on-budget and at the highest quality standard
- Designed and executed programme plan and communications strategy for a major downsizing across multiple functions of operations group with 17,000+ employees. Managed implementation team personally impacted by changes from recommendations to final outcomes. Exceeded targeted reductions and delivered on-time, within budget
- Advised management team on approach to the shift from technology-based to functional organization structure, alongside an overall skill-building effort required for scalability. Combined project delivered significant operating performance boost across multiple metrics
- Managed intensive internal research program across 30,000+employee division. Coordinated complex data-gathering, analysis, and results delivery through internal leads, managers and external suppliers. Ensured hundreds of resulting actions were identified, implemented or otherwise resolved
- Designed and delivered critical "talent refresh" program. Managed internal and external resources to exceed aggressive targets of 450+ employees in compressed cycle time. Simultaneously reduced hiring lead times and cost-to-hire while enhancing diversity profile
- Successfully outsourced a series of client functions to Prague and Bangalore. Addressed process, systems, legal, and change management issues while ensuring service continuity
- Led company-wide re-orientation in a multi-geography division of 24,000 employees. Launched via presentation materials, video, briefing guides and direct coaching. Installed process for monitoring progress and assessing quality of training delivery by line managers. Programme reached 15,000+ managers on-time, under budget

Previously, Shona served as an Organization & Management Development Consultant for several divisions of British Telecom. She holds a BA in English Literature and Latin from Edinburgh University and a post-graduate Diploma in Personnel and Development. Shona has travelled extensively around the globe and is fluent in Spanish and conversant in French.

