



Focus on Organizational Effectiveness Practice

Morningstar Ventures and its principal, Andrea Chilcote, have over seventeen years of experience in Organization Effectiveness Consulting with an emphasis on organizational change; leading large-scale change processes due to regulatory change, merger and shifting economic conditions. Client companies include Fortune 500 organizations as well as non-profits. A brief outline of our core competencies follows.

Organizational Structure and Competency Development

A current project (2008-2009) involves the redesign of the national and business-unit sales organization for a Fortune 500 supplier to the mortgage industry. An effective organizational structure as well as clear performance expectations and metrics is critical to the organization's viability in the current economic environment.

Performance Management

We have designed performance management processes as well as the training to support them for Turner Broadcasting and Charter Communications and smaller companies and business subsidiaries such as WSB radio in Atlanta. Our specialized process design has stood the test of time in client companies.

Process Mapping and Process Improvement

Our expertise in process analysis and mapping has been utilized for a large-scale "workout-style" process improvement initiative for a national cable and telecommunications provider as well for specialized needs for process re-design by function in a variety of businesses. We utilize standard process improvement tools and also conduct workshops to certify other facilitators in their use.

Assessment

Morningstar Ventures has developed proprietary 360° Assessment software and we provide custom design and assessment management for client companies such as Unisource Worldwide Inc. and non-profit organizations that include the AZ Humane Society. In addition we provide leadership and job aptitude assessments.

Leadership and Team Development

Almost every aspect of our change management work includes changing expectations for leader behaviors and competencies as well as team assimilation. We develop competencies, and design and deliver training and development experiences for all levels of leaders, and we offer executive coaching services. A current project (2008-2009) involves design and facilitation of "advanced coaching skills" for managers in customer-facing roles in a large corporation. Their success is tied to improvement in employee engagement and an improved customer experience, both closely linked to the skill of the direct manager.

Strategy Design

We facilitate strategy development for executive teams in nearly all of our client organizations. In addition we partner with Dalton-Spencer Consulting in offering "The Strategy Preference Indicator," a one-of-a-kind tool that helps leaders identify blind spots in their own strategic thinking and design.