



*Inspiring people and organizations
to learn and grow*

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SERVICES PROVIDED

- Change management consulting
- Learning and development strategy
- Talent, team, and organizational development consulting
- Employee engagement strategy and measurement
- Blended learning program design, development and delivery
- Speaking, facilitation, course instruction

TECHNOLOGY

- MS Office Suite
- Final Cut Pro, video editing software
- Logic Pro X, audio recording software
- Articulate Presenter, eLearning software
- Articulate Storyline, eLearning software
- Survey Monkey
- Perceptyx Survey Tool
- Cornerstone, learning management system

CERTIFICATIONS

- Prosci Certified Change Practitioner
- Leadership Vision Certified StrengthsFinder Communicator
- MBTI, personality type indicator
- Master the Matrix, management training
- Achieving Lasting Behavior Change
- DDI, Hay-McBer, 360 feedback tools

OTHER TOOL PROFICIENCY

- DiSC personality assessments
- Strengths Finder
- Total Quality Management

INDUSTRY EXPERIENCE

- Financial Services
- Healthcare
- Insurance

EDUCATION

- Master of Arts – Human Development
 - St. Mary's University
 - Concentrations in Personal Resilience and Ethical Business Culture
- Bachelor of Arts
 - University of St. Thomas
 - Concentrations in Music and Business Management
- LOMA, FLMI

VINCE THERRIEN

Award winning talent, team, organizational and change management consultant with over 15 years' experience in talent management and over 15 years' experience leading insurance operations and technology.

Designs, develops and delivers solutions that help employees navigate through significant corporate change, improve competencies, and strengthen company market position, revenue growth, and long term sustainability.

Brings unique thinking, high energy, and abundant appreciation for all people to his consulting work. Engages each project member's human creativity and passion for success – inspiring them to provide their best energy and highest quality work.

MAJOR PROJECTS

Change Management Consulting

- Provide change management consulting services for large-scale initiatives at the City of Minneapolis.
- Served as Change Lead for a website re-design and development project serving multiple stakeholders including customers, provider, and brokers.
- Provided communication and change management consulting for a major systems effort that delivered a comprehensive systems platform for delivering health insurance products and services. Developed and delivered multi-media two-way communication processes, blended learning solutions, and periodic all-employee survey, analytics and reporting services that measured the engagement of employees and management.
- Co-developed and executed a strategy that navigated the company through the building of a new service center in another state, and disbanding a local service center. Increased service levels from below to above standard, increased employee morale, and reduced employee turnover throughout the change to less than 3%.

Learning and Development Strategy

- Directed the design, development, and implementation of a corporate learning strategy that addressed short and long-term business needs of the company that mapped to the company's leadership and employee competency model.
- Designed a strategy for ethics and compliance communication and learning for the company. Strategy included multi-media solutions designed to meet not only "compliance with the law" but also to do "what's right" – i.e. operating with the highest of ethical standards. Over 98% of employees reported that they knew their responsibilities regarding the code of conduct.

Talent, Team and Organizational Development Consulting

- Co-created the design and delivery of an Organizational Capabilities Process, which assisted leaders in defining their future goals, identifying and describing employee competencies needed to achieve those goals, assessing staff, placing leaders on appropriate succession benches, and creating department and individual development plans to best achieve business goals.

CURRENT ROLES HELD

- City of Minneapolis
 - Leadership Development and Change Manager
- Therrien Consulting
 - Principal Consultant
- Independent School District 191
 - Volunteer English as a Second Language (ESL) teacher

PREVIOUS ROLES HELD

- Blue Cross and Blue Shield of Minnesota, 2002 – 2017, various roles including:
 - Senior Change Management and Talent Development Consultant
 - Principal Communications and Learning Consultant, Ethics and Compliance,
 - Director, Corporate Learning and Development
- Twin Cities Gay Men's Chorus 2013-2018
 - Board Member and Marketing Committee Chair
- ReliaStar and ING Financial (now Voya Financial,) 1986 –2002, various roles including:
 - Senior Leadership and Organizational Development Consultant
 - Assistant Vice-President, Client and Field Services
 - Director, Strategic IT Planning
- Other Roles
 - Church Music Director
 - Gift Making Production Supervisor
 - Composer, performer, music producer
 - Videographer

CURRENT AND PREVIOUS CLIENTS

- UCare
- Boston Scientific
- Agiliti Health
- Blue Cross and Blue Shield of Minnesota
- Cirdan Health and Consulting
- RBC Dain Rauscher

Team and Organizational Development Consulting (cont.)

- Facilitated a three-year strategic planning process for a major company division including strategic priority identification, tactical plan development and major goal setting.
- Facilitated numerous team building sessions including developing values and mission, designing or revising primary business workflows, identifying team roles, and improving team relationships.
- Coached senior leadership as a part of the company's succession planning process.

Employee Engagement Strategy and Measurement

- Served as lead consultant for various employee engagement surveys. This included survey statement design to map to employee engagement and company strategy outcomes, technical liaison with survey delivery company. This also included designing company, division, and department report formats, data analysis, and providing coaching for action planning. Average response rate for surveys was over 85%.
- Designed and delivered "Engagement Champion" sessions and internal website that motivated employees to learn from each other and to develop and implement division level action plans.

Blended Learning Program Design, Development, and Delivery

- Proficient in the design and development of learning programs and curriculum using best practice adult learning methodology including instructor led, eLearning, micro learning, video, on-the-job experiences, post-program coaching and measurement solutions.
- Examples of courses developed and facilitated include: "Coaching for Success," "Managing with Values," "Addressing Workplace Concerns Respectfully," "Managing Change," "Basics of Process Improvement" "Facilitation Basics" and many more.
- Earned a "Best of Blue" Award from the Blue Cross and Blue Shield Association for the production of employee-produced ethical video scenarios.
- Designed micro-learning modules to support annual Performance Management communication strategy.
- Designed and delivered an annual eLearning program for the Board of Directors that included duties of board members, code of conduct, and information security/privacy topics.

Speaking, Facilitation, Course Instruction

- "Contributing to a Culture of Integrity" – Agiliti Health
- "Management Essentials" – Boston Scientific
- "Making Values and Ethics Come Alive" - Roundtable facilitator for Center for Ethical Business Cultures
- "Growing with Change" Dakota County Workforce Center
- "Building an Ethical Business Culture Model" – Hamline University Law Class
- "Creating a Strategy that Weaves Ethics and Compliance into the Fabric of Your Organization" - BCBS Association Compliance/Ethics Conference
- "Rx for your Teams – or Help! We Need Team Building" – AST Regional Conference
- "Choosing a Management Program to Further Your Strategy" – AST Regional Conference
- "Building a Business Case for e-Learning" - Speaker at SkillPort Perspectives Conference