

PROFILE

Mandy is a benefits realisation management specialist passionate about measuring return on investment with excellent experience. In relation to this she brings a wealth of expertise in new business development, lessons learned, change management, assurance, modern workplace learning and communications. Over the last ten years Mandy has been involved in significant digital transformation programmes, better business case development and writing, service review and re-design plus people and business change management. She specialises in relationship engagement, strategic thinking, evaluation and review, problem solving and planning for successful outcomes. Mandy is an experienced consultant, facilitator, coach, workplace educator and trainer.

Mandy is qualified in organisational psychology, holds a Learning Science and Technology Masters Degree and has completed her PhD research in team meeting efficiencies through group memory and learning in the workplace. She maintains memberships in professional supervision, organisational psychology, coaching and training. Her career spans working throughout New Zealand and Australia. She has held national, regional and international governance roles. Mandy brings experience from the business, health, education, social and community sectors in corporate, government and business settings. She also teaches and supervises organisational psychology students in the transactional analysis modality where she has taught and run workshops internationally. Mandy advocates strongly that professional and personal development in unison is the key to highly impactful leadership and working relationships.

LinkedIn Profile <https://nz.linkedin.com/in/mandylacy> Website: www.mandylacy.nz

KEY SKILLS	PROFESSIONAL MEMBERSHIPS
<ul style="list-style-type: none"> • Meeting intelligence analytics, plans, evaluation • Benefits realisation management • Transformation and change management • Modern workplace learning designer & educator • Leadership development, supervision, coaching • Organisational psychology transactional analysis teacher and supervisor • Cross Cultural Trainer 	<ul style="list-style-type: none"> • APMG International • New Zealand Benefits Community Member • International Coaching Federation • International Transactional Analysis Association • European Association of Transactional Analysis • University of Sydney – Alumni • Priority One – BOP Business Development • International Lewis Model Partner & Trainer

QUALIFICATIONS

- 2019 Lewis Model Cross Cultural International Train-the-Trainer
- 2019 Doctorate - University of Sydney, Australia
- 2018 APMG International - Managing Benefits Foundation and Practitioner Certificates
- 2014 Masters Degree: Learning Science & Technology – University of Sydney, Australia
- 2013 Organisational Psychology – Teaching and Supervising Transactional Analyst - ITAA
- 2013 Cultural Competency with the Centre for Cultural Competence, Australia
- 2010 Diploma of Art & Creativity, The Learning Connexion, New Zealand
- 2007 Organisational Psychology Degree - ITAA/EATA/FTAA – Certified Transactional Analyst
- 1997 Treaty of Waitangi, Waikato University, New Zealand
- 1985 – 1988 Nursing Qualifications; Taumarunui Hospital NZ, Princess Margaret Hospital Western Australia

CAREER HISTORY**MIDLAND CLINICAL PORTAL***Benefits Consultant & Lead***March 2016 – April 2020**

Formerly the eSPACE Transformation Lead for the Midland Clinical Portal, Mandy implemented the programme Change, Learning and Communications strategic developments, stakeholder engagement, regional advisory group development and plans. From 2018 Mandy's attention has specifically focused on a regional strategic approach the Midland Clinical Portal Benefits Realisation Management along with assurance and better business case development and writing. She has led an innovative benefit ownership model and patient journey matrix that articulates current and future state analysis for baselining, measuring and monitoring benefits. A New Zealand digital transformation programme.

www.midlandclinicalportal.health.nz

MANDY LACY CONSULTING**2010 – current**

Digital and technology transformation projects, change and adoption specialist, professional supervision, training, blended learning environments designer, coach and facilitator. Transactional Analysis Trainer and Supervisor in organisational psychology and management training throughout Australasia. www.mandylacy.nz

Consultant:

- 2020 – current – **SBS Bank** – Team Development
- 2016 – 2020 – **Healthshare** – Benefits Consultant
- 2010 - current – Coaching and Professional Supervision
- 2015 – 2019 – **Leading Edge NZ Teleco Company** - Business Consultant and Coach for Change
- 2014 - 2015 **HealthDirect Australia** – Training Consultant
- 2014 **Northern Sydney Institute** Leadership Change Development Program
- 2014 **Sydney Royal Hospital for Women** eHealth IT Change Project, GDM mHealth Project
- 2013 Australia **Thales University** – Education Trainer
- 2010-2013 **Health Sector** review of services and IT specialist projects

ROTORUA AREA PRIMARY HEALTH SERVICES*Business Services Development Consultant***April – December 2019**

Contract consultancy services to support business service team and the new service development of; communication strategy, information management, inter-agency shared information and services and change management for 20+ new practices. Development of assurance, quality, system level measures and standard operating procedures plans.

UNIVERSITY OF SYDNEY*Centre for Learning Innovation***2017- 2019**

Data visualisation course development for university educators and students – professional support and learning design.

*School of Business – Educator, Tutor & Course Designer***2013-2015**

Designer and educator of preparing international masters students for study and USYD

Lecturer and tutor for masters (M) and undergraduate (UG) students at the Business School:

- Understanding business (UG)
- Managing business communications (UG)
- Critical thinking in business (M)
- Communication in business management (M)

*School of Medicine - Research Fellow***2014-2015**

Mobile devices for teaching and learning in clinical practice -interviewing, literature reviews and research

GROW MOVEMENT AFRICA*Volunteer Consultant***2014 – 2015**

Grow Movement Volunteer consultants empower African entrepreneurs by sharing their business skills over Skype, phone and email. www.growmovement.org

EASTERN SYDNEY MEDICARE LOCAL AUSTRALIA*eHealth Change Program Manager & HUB Cluster Leader***October 2012 – October 2013**

Leader of the eHealth change project and eHealth HUB Cluster of major transformation through new technology implementation aligned to clinical services, general practice and public access to ehealth records systems and process change.

OPEN COLLEGES AUSTRALIA*Head of Faculty – Health and Community Services***August 2011 – August 2012**

An educational leadership and management role providing education and training to over 6000 students each year. Facilitation of own faculty group through IT and people transformation and change projects.

MEDIBANK HEALTH SOLUTIONS AUSTRALIA*Senior Learning & Development Designer***March - August 2011**

GP After Hours - Instructional design leader and facilitator of all face-to-face training and e-learning products in a national pilot program of IT and people change and transformation for process and systems change.

THE QUIT GROUP NEW ZEALAND*Training Consultant and Change Manager***May 2010 to February 2011**

- Reviewed, designed and delivered Quitline Advisor training and coaching for all contact center staff
- Led user acceptance (UAT) testing plus developed and trained a super user team
- Led CRM competency and confidence readiness for implementation, 'go live' and continuance
- Designed all change readiness and training programs, resources and materials

SEED – NEW ZEALAND*Workshop Designer, Trainer and Facilitator***February to April 2010**

New Zealand national provider of employee assistance programmes (EAP) workshops.

Delivered workshops using the ADKAR change model to the New Zealand Ministry in Health during a major restructure.

BLUEPRINT CENTRE FOR LEARNING*Consultant***August 2009 to January 2010**

National training provider to organisations and individuals of mental health and addiction education

- Designed and delivered a pilot greenfields change and training programme.

HEALTHWISE ENERGY CENTRE*Business Development Manager***August 2008 to July 2009**

New business start-up providing complementary health wellness education and services.

- Business plans, HR generalist, financial planning, service development, marketing
- Marketing – won a 2009 New Zealand Marketing Award.

MIDLAND REGION WORKFORCE DEVELOPMENT SERVICES*Change Project Manager and Regional Co-ordinator***2005 - 2008**

The Midland Region covers five District Health Boards within New Zealand.

- Led development and training of mental health common capabilities (core competencies)
- Successfully led a mental health and addictions pilot change project with clinicians and consumers to test the utility of the mental health common capabilities.

CHANGE PROJECT MANAGER NEW ZEALAND**June 2002 to April 2005**

Change management projects, service reviews and redesign, governance and operational policy and procedure development, coaching, training, learning and development.

Project Manager:

- **Pinnacle Health:** General Practice Services and Primary Health Organisation development
- **Te Kupenga O Tairāwhiti:** Governance & Operational policy and procedure development
- **Bay of Plenty District Health Board:** Redesign of Services for Older People
- **Eastern Bay of Plenty:** Palliative Care
- **Matata Health Services:** Service Review
- **JBA Pacific:** Maketu Economic Development
- **Ministry of Social Development:** Disability Sector Pathways to Inclusion; Napier and Whakatane
- **Bay of Plenty Cricket:** Governance & Operational policy and procedure development

AVALON TRAINING CENTRE*General Manager***July 1998 to June 2002**

Led major change across the training centre for vocational and supported employment for people with and/or experiencing disability across the Bay of Plenty, New Zealand. Reporting to a Board of Governance.

- Horticulture management and led the change project of orchard organic conversation
- National Executive Member & Designer of Best Practice Guidelines for Vocational Services

HAURAKI HELP Manager

July 1997 to June 1998

A support and counselling service.

TAURANGA HELP MANAGER

May 1996 to June 1997

A support, counselling and education service.

ROCKINGHAM KWINANA DIVISION OF GENERAL PRACTICE

Project Manager

January 1995 to March 1996

Birthing suite design and implementation. Hospital accreditation maternity services.

CHILDBIRTH EDUCATOR New Zealand and Australia

January 1993 to January 1998

Developed and delivered childbirth education programmes within hospital, community and rural settings.

NURSING + Postgrad Paediatrics

January 1985 to January 1995

Taumarunui Hospital, New Zealand - Princess Margaret Hospital, Perth, Australia.

PROFESSIONAL DEVELOPMENT

- 2019 Lewis Model – International Train-the-Trainer
- 2019 Privacy in the Health Sector Certificate, New Zealand
- 2018 APMG International - Managing Benefits Practitioner Certificate
- 2018 APMG International - Managing Benefits Foundation Certificate
- 2017 Benefits Masters Class – CC Learning, Auckland, New Zealand
- 2017 How to excel as a benefits owner – Train-the-Trainer and facilitator, New Zealand
- 2015 Principles and Practice of Learning, University of Sydney, Australia
- 2015 Learning to Teach Online, University of New South Wales, Australia
- 2015 Tutor Development Program, University of Sydney, Australia
- 2013 Cultural Competence - Australia
- 2012 Vocational Education & Training (VET) professional development, Australia
- 2013, 2012, 2011, 2010, 2009, 2008 Organisational Psychology Training for Excellence –workplace dynamics, human factors, change management, coaching, professional supervision – National & International TA Institutes
- 2010 Art & Creativity Diploma, The Learning Connexion, New Zealand
- 2009 & 2010 GemaSim: simulation training for teams
- 2005/6 Leadership & Project Management Programme (LAMP) Primary Health Governance & Leadership, New Zealand
- 2003 Bicultural Environment, Good Relationships, New Zealand
- 2003 Clinical Governance, New Zealand
- 2003 Dealing Effectively with Unacceptable Employee Behaviour, New Zealand
- 2002 Treaty of Waitangi, New Zealand
- 2001 Best Practice Guidelines, New Zealand
- 1998 Supervision Skills, New Zealand

CHANGE, PROGRAMME and PROJECT METHODOLOGIES

- Change critical thinking and analysis, Prosci ADKAR, The Competency Cycle, Tuckman Model,
- Communication, change and adoption, transformation leadership competency
- Managing Successful Programmes – programme methodology
- Prince 2 project practices
- Benefits Realisation Management