

**Michelle E. DeYoung**  
**Vice President and Senior Associate**

**Restructuring Associates Inc.**  
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Results-oriented management consultant with over 30 years of international and domestic experience, working both in public and private sectors with a focus on organizational design and development, systems and process improvement, change management, project management, problem solving and stakeholder engagement. Collaborates with all stakeholders to address business challenges and effectively manage change. Links organizational design strategies to business goals and implements large-scale business initiatives to improve performance by aligning values, processes, systems and structures. Leader with a global perspective and ability to draw disparate stakeholders from multiple continents and industries.

**Experience:**

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| 2015 - Present | Vice President and Senior Associate, Restructuring Associates Inc. (RAI)<br>Washington, D.C.        |
| 2012 – 2014    | Chief People Officer, Guardian Early Learning Group (GELC)<br>Sydney, Australia                     |
| 2008 - 2012    | Senior Associate/Managing Director, Schneider Australia<br>Consulting (SAC)<br>Melbourne, Australia |
| 1994 - 2008    | Associate, Restructuring Associates Inc. (RAI)<br>Washington, D.C.                                  |

**Key Accomplishments:**

**Strategy Development**

Designed and delivered highly successful strategic education and planning projects at the corporate and operating unit levels resulting in revised visions, new work systems, and quality and performance measures that later served as a model in multiple work organizations.

- Restored working relationship at a large publicly held fortune 500 organization between company management and field personnel in the immediate aftermath of bankruptcy.
- Facilitated Executive Steering Committee at large health care organizations to set strategic direction for an employer/employee partnership covering 110,000 employees.
- Created and implemented innovative strategy for new directions and restructuring for the Federal Government of Australia after a large turnover in leadership.

**Performance Improvement**

Over 30 years of experience in the management of projects and teams both in the US and internationally, requiring highly effective stakeholder engagement, communication and facilitation skills to address business challenges, achieve targets and effectively manage change.

- Design and implementation of high performance organizations and innovative management and work systems resulting in cost savings efficiencies, increased employee and customer

satisfaction scores, improvements in quality measures and compliance with new federal regulations.

- As project manager and facilitator, utilized socio-technical systems, quality and process analysis, rapid cycle improvement and design methodologies for 100+ enterprise-wide to medium sized projects.

### **Organization Team Building and Culture Change**

Development of consultants and change agents in client organizations to monitor and sustain work of performance initiatives. Selected, supervised and led a wide variety of teams to accomplish these goals.

- Design and implementation of broad stakeholder alignment methodologies to foster an engagement culture which resulted in successful change.
- Multiple projects for large and small work organizations that designed, facilitated and delivered training, communication and education products that empowered employees at all levels to set and deliver new ways of working resulting in high performance organizations in multiple companies.

### **Past Experience and Accomplishments:**

- Developed domestic and international information management practice and led a wide range of projects designed to help diverse organizations increase their efficiency and productivity through a better understanding of their information and business processes, better use of their information technology, and better planning and measurement systems for managing their improvement progress.
- Leveraged strong interpersonal, communication, and management skills in the pursuit of collaborative problem solving and mutual gain.
- Facilitated National interest based negotiations between 26 employee groups and corporate management yielding a nation-wide historic agreement.
- Broad range of industry experience including Aerospace, Consumer Products, Defense, Electric and Gas Utilities, Food Processing, Distribution and Service; Telecommunications, Banking and Health Care.

### **Education:**

- M.Sc. Economics with Distinction, London School of Economics and Political Science, 1991
- Post-graduate Diploma International Relations with Honors, London School of Economics and Political Science, 1990
- Bachelor of Science cum laude, James Madison University, 1982

### **Professional:**

- Lectured at University of Melbourne on “Interest based problem solving,” collaborative problem solving and other conflict resolution methodologies.
- Speaker and workshop leader at conferences in the U.S. on “Creating Strategic Alliances to improve Performance.”

- Speaker at international venues on topics ranging from economic and social development to best practices in the business arena.
- A variety of pro bono work in developing countries to create sustainable business enterprises.
- Conversational Spanish.