

Laurel Haller, Manager,
West Monroe Partners

Meet Laurel! We recently had a conversation with Laurel and learned so many good things about her.

Laurel has been an ACMP member since 2013 and is Prosci certified and a Certified Change Management Professional (CCMP), and she often draws from her background in psychology and stress management to develop effective change solutions.

Outside of work, Laurel enjoys spending time outdoors whether hiking to a waterfall, attending local festivals, or gardening in her backyard. An ideal day for her would be to have a picnic lunch and enjoy time at the lake or beach with friends and family.

More on our conversation with Laurel . . .

ACMP PNW: Tell us about your background. What is your education and where did you grow up?

Laurel: I grew up on the Olympic Peninsula and recently moved back to Washington from the Northern California Bay Area. I don't think I fully appreciated the natural beauty surrounding me while growing up in the Pacific Northwest. From the ocean to the mountains to the lush forests, we really have it all within proximity. I moved to the Bay Area to attend graduate school at San Francisco State University and graduated with an M.S. in Industrial/Organizational (I/O) Psychology. While at that time change management wasn't offered as a subject on its own, it really was interwoven into so much of the I/O concepts I learned about.

ACMP PNW: How long have you been working in Change Management? How did you choose this career?

Laurel: I was involved in change management even before it was a known career path. I had experience early in my career working in business analysis, process improvement and project management. I saw a job posting for change management and felt it was a natural progression for me as so much of what I had been doing was exactly that, and now there was a name for it! I applied and got my first consulting job in change management and never looked back.

I have 17 years of Change Management experience working on a variety of projects spanning large technology implementations, process changes, and hybrid work design. I feel that my collaborative style helps ensure that those impacted by change feel included and heard, and my knowledge of project and program management helps provide the often-needed structure on engagements.

ACMP PNW: What's the biggest obstacle you overcame in getting established, and how you overcame it?

Laurel: I think one of the biggest obstacles for me working in change management, especially when I have worked as an internal resource is getting assignments that were not technically change management. I've always been willing to pitch in where needed, but in some cases, it turned into my full-time job and wasn't the focus I wanted for my career or where I felt I could add the most value. Despite this, I have always found some way to grow my change management skills, whether on the job or outside of it – ACMP has been a great resource for that!

ACMP PNW: What's the biggest reward you get from this career?

Laurel: I've always wanted a career where I felt like I am making a difference and helping people, and I feel that I have been able to do that with change management. Especially when I'm able to demonstrate the value that change management brings and can convert doubters into change champions who then want me on their next projects. I also enjoy giving back to the change community and have served on the Speakers Committee for the ACMP conference for several years.

ACMP PNW: What's on your bucket list yet to accomplish?

Laurel: Personally, traveling to new places is always on my list – Ireland, Spain, and Portugal are among my top places to visit next.