

Project: HR Communications Project Management
Company: Dell

Background:

Earlier this year, Dell announced that they will be selling their Dell Services business unit to NTT DATA. The scope of this project impacts over 30,000 employees and contractors in 47 countries, requiring the involvement of many work streams per each company. I worked on the HR Mergers & Acquisitions Organization that worked with all work streams to transition the business and off-board the employees and contractors.

Objective:

My project objectives were to provide communications upstream for managers and executives on my team's progress and downstream to employees concerning progress and changes that impact them.

Results:

For upstream communication, I was able to gather both quantitative and qualitative metrics from meetings, emails, and replied consents to track over 500 metrics that measured our off-boarding status of fulfilling all legal requirements and pull them together in an automated excel sheet. This provided weekly updates in about 25% of the time it would take to pull the data and calculate progress. These status reports were then formatted into a dashboard that provided a snapshot as well as a channel for escalating any milestones accomplishments or risks.

For downstream communication, I project managed over 17 communications to employees that touched over 15 work streams. Each communication was centrally managed by myself and corporate communications, ensuring that anywhere from 2-63+ people had their eyes on what was being communicated to the employees, preventing risk and mitigating employee anxiety during change. I also worked on improving the leaving Dell toolkit which guides employees through their transition to another company. This included recreating the content collection format and presentation of the end-product.