



OPERATING MODEL DESIGN

International Research Services Nonprofit

**Confidential per Client request*

Planning for restructuring operating models and norms

We served this confidential client, an international research and technical services institute with more than 2,500 employees, through a partnership with Paradox Consulting Partners.

To enable organization-wide flexibility and agility and address departmental silos, this nonprofit institute was planning for restructuring operating models and norms. Leadership requested a Design Thinking approach to frame collaborative implementation planning at the departmental level.

Yazdani Consulting & Facilitation provided planning and project management services on this project, including co-designing 14 facilitated sessions with teams from 4 diverse departments. Change management guidance for handling team challenges and implementing new structures was also provided to division and departmental leaders.

Solutions

- Session Planning, including co-designing interactive session agendas and materials to lead participants through design phases
- Virtual Meeting Facilitation using Zoom and MURAL (a digital whiteboard platform)
- Project Monitoring, including tracking team meetings and progress through the design process
- Project Closing, including preparing data for reports

Outcomes

- 14 facilitated sessions with design teams from 4 departments over 3 months
- Pre- and post-design session meetings with departmental leaders to support change management

Feedback

Jami Yazdani's "expertise and support in project management, people management, and facilitation significantly increased the quality of the deliverables and the enjoyment of the team in doing the work. [Jami's] project management constantly kept the team prepared and moving forwards, and her collaborative, positive style provided practical resolutions to any implementation challenges that arose. I highly recommend Yazdani Consulting and would absolutely work with [Jami] again."

[Schedule an introductory call](#) with Jami Yazdani to learn how our solutions can help you lead more impactful projects, teams, and planning!