



**Jennifer Frahm**  
(PhD Mgt, AFAIM, MAICD)  
Consulting and Contracting –  
Change Management and Communication Services

**Focused on Organisational Change**

Jennifer's specialised skills include change management, communication, research and analysis. She is an experienced change communicator, having worked for 20 years across industries in marketing, project management, and change communication roles.

**Qualified at a PhD level**

Jennifer's doctoral research investigated the types of communication in organisational change programs, with a specific focus on organisations undergoing continuous change. As a result, she has strong analysis skills and is experienced in conducting qualitative and quantitative research.

**Strong Industry Experience**

Jennifer has worked in a range of public and private sector organisations undergoing continuous change initiatives. This has involved:

- Providing strategic advice to senior management
- Diagnosing communications problems
- Analysing change interventions with an emphasis on change program effectiveness.

**Specialist Change Management Skills**

Jennifer is experienced managing a variety of change 'types', including culture change, business process re-engineering, technology change, and commercialisation initiatives.

She continues to lecture post-graduate students in change management and project management at Melbourne-based universities.

**Respected Industry Leader**

Jennifer is the Vice President Elect of the International Association of Business Communicators (IABC) in Victoria, the co-founder of Change Management Professionals, an Associate Fellow of the Australian Institute of Management, and Member of the Australian Institute of Company Directors.

**Shares Expertise**

Jennifer currently conducts workshops and provides consultancy services to a number of businesses and contracts to other consulting firms. Her services include providing strategic change management advice, developing staff skills through coaching, providing specialist communication skills, and creating opportunities for business growth.



**About  
Jennifer Frahm  
Collaborations**

Our core purpose is to assist you to make positive and meaningful change in your workplace.

In working with us we strongly believe in providing sustainable solutions, ones that live on after the end of the client engagement.

Together, we build better workplaces.

CHANGE

COACH

CREATE

COMMUNICATE

**Jennifer Frahm**  
(PhD Mgt, AFAIM, MAICD)  
Key Client Engagements

<p><b>University of Melbourne</b> CRM Proof of Concept project – Microsoft Dynamics</p>	<ul style="list-style-type: none"> <li>▪ Stakeholder mapping, engagement, and management.</li> <li>▪ Change communications, including developing presentation and speaker skills.</li> </ul>
<p><b>Melbourne Water</b></p>	<ul style="list-style-type: none"> <li>▪ Change agent development program for Sustainability &amp; Energy Teams.</li> <li>▪ Executive coaching.</li> </ul>
<p><b>Federal Magistrates Court of Australia</b> Downsizing / Restructure</p>	<ul style="list-style-type: none"> <li>▪ Facilitated executive workshop and trained executives in handling rumours for restructure.</li> <li>▪ Developed change communication plans.</li> </ul>
<p><b>Dept of Human Services</b> eRM M2 – TRIM rollout</p>	<ul style="list-style-type: none"> <li>▪ Stakeholder mapping and consultation.</li> <li>▪ Change readiness and change management strategy.</li> </ul>
<p><b>Ancor One Australia</b></p>	<ul style="list-style-type: none"> <li>▪ Staff consultation, communication, and preparation for relocation out of CBD.</li> </ul>
<p><b>Oracle University</b> Facilitation Master Trainer</p>	<ul style="list-style-type: none"> <li>▪ Designed advanced facilitation skills product.</li> <li>▪ Delivered within Australia and China.</li> </ul>
<p><b>Dept of Agrarian Reform (Philippines Govt)</b> Six Sigma Implementation</p>	<ul style="list-style-type: none"> <li>▪ Change Management Workshops</li> <li>▪ Tailored curriculum design and delivery.</li> </ul>
<p><b>QMI Solutions</b></p>	<ul style="list-style-type: none"> <li>▪ Strategic advice to CEO.</li> <li>▪ Diagnosed communication problems through interviews and surveys for continuous change initiatives.</li> </ul>
<p><b>Queensland Rail</b></p>	<ul style="list-style-type: none"> <li>▪ Cross functional review of existing supply chain effectiveness.</li> <li>▪ Evaluated core drivers of improvement.</li> </ul>
<p><b>Energex</b></p>	<ul style="list-style-type: none"> <li>▪ Reviewed change plans.</li> <li>▪ Advice on implementation for business improvement opportunities.</li> </ul>
<p><b>Rhone Merieux &amp; MSD Agvet</b> National merger of global veterinary pharma companies</p>	<ul style="list-style-type: none"> <li>▪ Designed and implemented change management, training, and communication programs.</li> <li>▪ Employee resistance strategies.</li> </ul>
<p><b>Veterinary Industry</b></p>	<ul style="list-style-type: none"> <li>▪ Multiple stakeholders with competing interests and objectives.</li> <li>▪ Complex communication programs.</li> </ul>