

Summary

Morgan is a highly sought after corporate communications consultant and project manager with over fifteen years of experience across a variety of sectors including retail, extractive industries and NGOs.

He has established a strong reputation for developing and successfully implementing creative and highly engaging communications strategies within large, complex and geographically dispersed organisations for both internal and external audiences.

As a specialist communications practitioner with a degree in computer science, Morgan brings expert knowledge in the design and production of new digital media in addition to traditional print and television media.

Morgan is experienced in working with teams and projects of all sizes. He has successfully managed teams of up to 21 people and budgets upwards of 2 million dollars.

Most recently, Morgan has been focussed on the NGO sector, including the design of reports, videos, e-learning and web apps.

Education

Bachelor of Science (Computer Science), Distinction, 2004
Curtin University of Technology, Perth

Contact

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Employment history

Factive

Consultant

February 2009 – present

Responsibilities

- Consulting
- Research
- Workplace training
- Marketing and communications
- Change management
- Website design
- Graphic design
- Technical writing and editing

Key achievements

Contributed to various Factive projects including for IFC, Danish Refugee Council, Planète Enfants & Développement, UNFPA:

- Desk review research assistance to collect and review relevant studies and reports.
- Edited reports and developed graphic design and layout for publication.
- Produced diagrams and charts, performed analysis of study data.
- Designed and implemented internal and stakeholder facing brochures, training materials, posters and other marketing collateral to support client projects.
- Developed web application for the Business Coalition For Women for Gender Smart Safety initiative.

Communications consultant to INPEX Australia, Perth:

- Designed extensive OH&S training and communication materials linked to a behavioural change methodology that was researched and developed by Factive.
- Developed communications to support the implementation of a new High Risk Controls safety initiative, including web-based toolkits and printed materials.

Comms Consultant to WesTrac, Perth:

- Developed new internal communications channels to drive employee engagement.
- Advised on Enterprise Resource Planning (ERP) rollout communications and change management strategy.
- Produced change management and communications toolkits for WesTrac managers.

Comms Lead on '1SAP' ERP Project for BHP Billiton Iron Ore, Perth:

- Developed communications strategy to support change management.
- Designed and implemented HTML newsletters, podcasts, quarterly updates, creative competitions, mood survey, manager toolkits, etc.
- Managed communications to employees, managers, executives and steering committee.
- Produced sponsorship video with key business executives.
- Quality assurance role for all business facing communications and engagement activities.

Comms Consultant on '1SAP' ERP Project for BHP Billiton Group Functions, Melbourne:

- Designed and implemented HTML newsletter, podcasts, project overview brochure and video.
- Developed fact sheets.
- Advised on business engagement strategy.

Comms Consultant on '1SAP' ERP Project for BHP Billiton 1SAP Project Team, Singapore:

- Advised on business engagement strategy.
- Designed HTML newsletters.
- Developed web-based collaborative business engagement calendar.

BHP Billiton Iron Ore

Growth Implementation Planning Lead

November 2007 – January 2009

Responsibilities

- Workplace training
- Marketing and comms
- Change management
- Website design
- Graphic design
- Technical writing and editing

Key achievements

- Developed and implemented communications strategy for Rapid Growth Projects 2, 3 and 4 (CAPEX AU\$6 billion).
- Communications lead for Growth Implementation Team.
- Produced screensavers, posters, brochures, videos, newsletters and a variety of merchandise to support the change management communications plan.
- Conducted and participated in implementation planning workshops with key stakeholders from all functional areas and business units.
- Completed PROSCI change management practitioner accreditation.
- Designed and project-managed production of (AU\$1 million) interactive video game to promote understanding of supply chain dynamics and Theory of Constraints.
- Conducted extensive site visits to remote mine-sites and port facilities to engage with stakeholders and conduct meetings and planning sessions.
- Provided advice to general managers and executive leadership team on communication strategy.
- Coordinated several leadership conferences in collaboration with senior management team.

Ajilon Consulting

Senior Consultant

October 2005 – November 2007

Responsibilities

- Client development
- Consulting
- Marketing and communications
- Change management
- ERP specialist
- Technical writing and editing

Key achievements

Consultant to BHP Billiton Iron Ore Integrated Planning, Perth:

- Developed and implemented communications strategy for the newly formed 'Integrated Planning' division.
- Collaborated with internal communication team and human resources to build business literacy around supply chain constraints and business performance.
- Developed induction training module and video to improve understanding of the function of 'Integrated Planning' division and supply chain dynamics.

- Developed document templates and branding for Integrated Planning and Technical Services.
 - Developed and delivered communications training for Integrated Planning team.
- Senior Consultant at Ajilon Consulting, Perth:
- Assisted in the production of bids for government 'Request for Tender' contracts.
 - Developed opportunities for consultant placements with clients.

Bunnings Group

Project Manager, etc.

January 2001 – September 2005

Responsibilities

- Project management
- Business analysis
- Business process design
- Business process mapping
- Change management
- Technical support
- Stakeholder management
- Technical writing and editing

Key achievements

Project Manager, Perth and Melbourne:

- Implemented Oracle Human Resources Management System implementation across Bunnings' national operations.
- Managed project plan and a team of Oracle consultants.
- Delivered project on schedule and on budget, with high user acceptance.
- Defined functional requirements in consultation with human resources.
- Led gap identification and solution design.
- Worked closely with stakeholders up to executive level.
- Led change management effort.

Business Analyst for Oracle HRMS and LMS implementation, Perth and Melbourne:

- Developed all training materials for HRMS and LMS and facilitated training course for national human resources team.
- Developed content development strategy for LMS content (eLearning).
- Developed a support framework for technical issues.

- Authored test scripts for user acceptance testing of LMS and successfully conducted UAT workshops resulting in business sign-off of the LMS implementation.
- Mapped and redesigned business processes relating to learning management, recruitment, appraisals and career development, employee relations and incident management.

IT Support Centre Team Lead, Perth

- Implemented Oracle CRM Customer Service and Depot Repair on schedule and on budget.
- Produced training manuals and technical support documentation and delivered technical training.
- Managed team of 21 people.
- Developed 'how-to' guides for first level self-service support for common problems to the 18,000 team members throughout Bunnings' store network, resulting in a significant reduction in support calls.