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Hello Everyone.

I'M CHRIS
MANGIONE

LEARNING &
DEVELOPMENT LEADER



Contact Me

chris@chrismangione.com 

www.chrismangione.com 

www.linkedin.com/in/cmangione 



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About Me

I am a results-driven executive with deep expertise in organizational change, enterprise learning, and workforce transformation across healthcare, government, and professional services environments.

TRAINING INNOVATION

PEOPLE INSPIRATION

REVENUE GENERATION



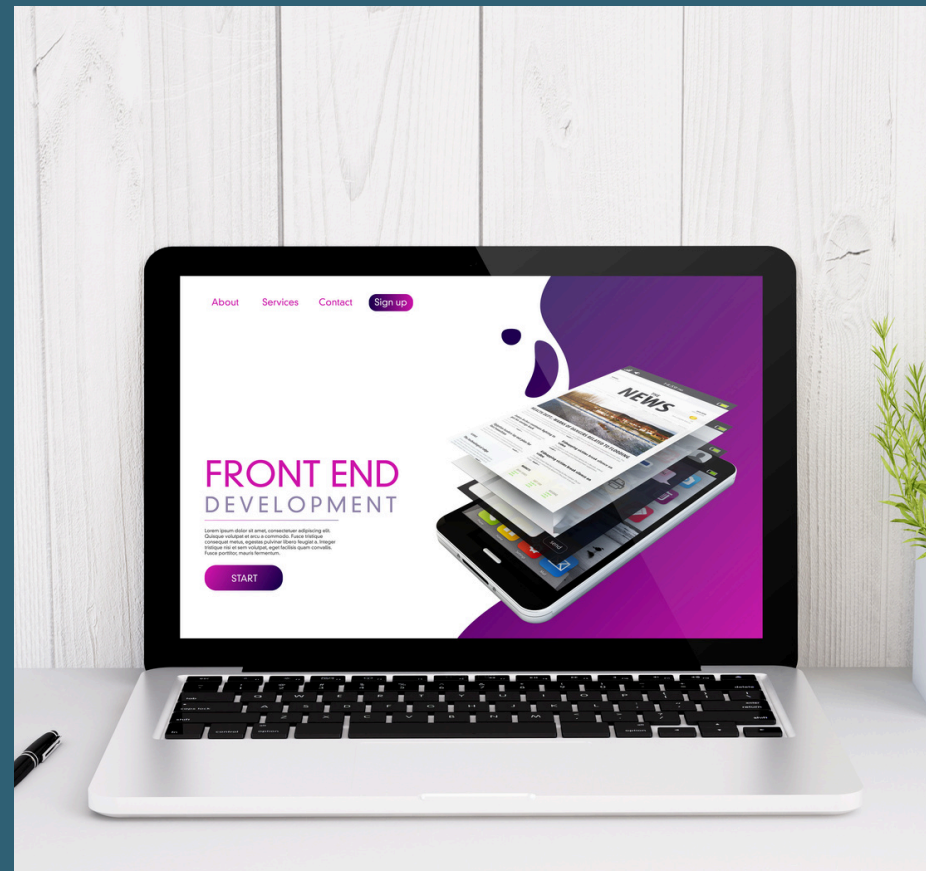
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Recents Projects



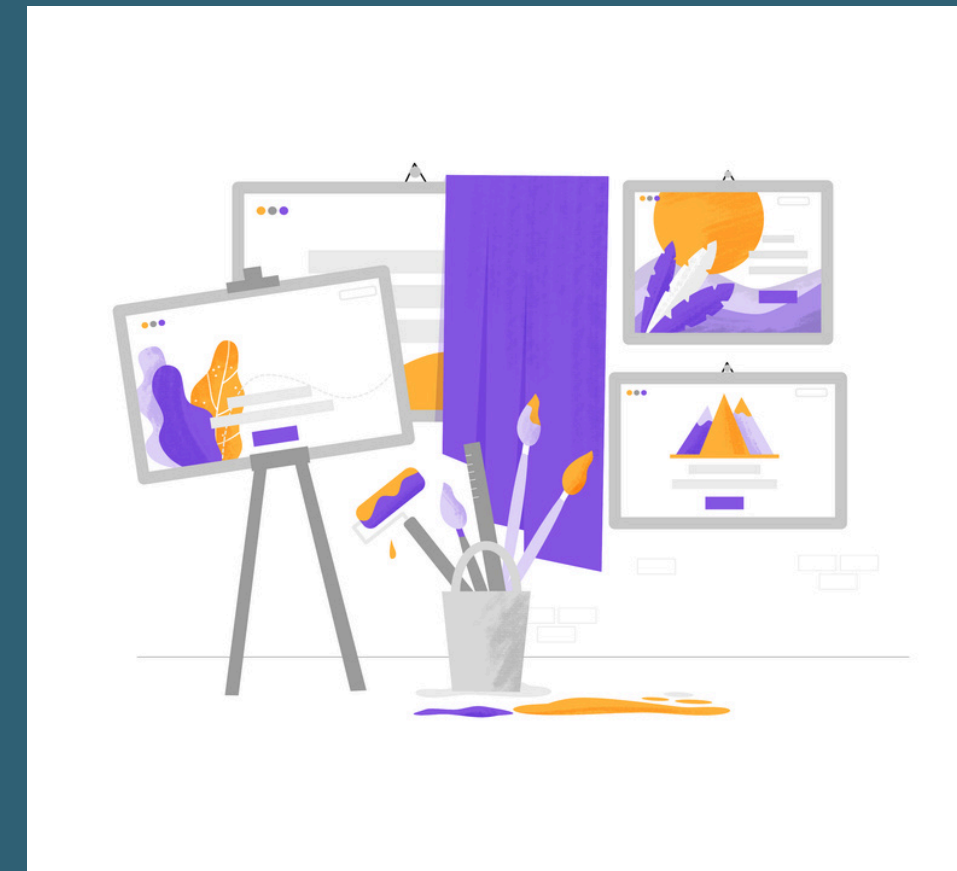
L&D TRANSFORMATION

Portfolio 2025



LEARNING ECOSYSTEM

Portfolio 2025



CM PLAN & STRATEGY

Portfolio 2025

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Past Projects



FACILITATOR PROGRAM



**COMMUNICATIONS
APPROACH**



EVALUATION REPORT



**INDIVIDUAL
LEARNING PLAN**



**JUNIOR TALENT
FEEDER PROGRAM**



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Happy Clients Say...

”



JOHN HARDING

SVP - Acentra Health

“Chris excels at engaging in a client services environment where he can demonstrate his business acumen and lead clients to solutions that improve the performance of their teams.”

”



DAVID COLON

Director - USPS

“Chris has an innate ability to consume information, understand his audience and provided a flexible and scalable learning solution leveraging adult learning best practices and principles.”

Achievements

TRAINING INNOVATION

- ✓ 20% efficiency through AI-enabled learning tools
- ✓ Junior Talent Feeder Program
- ✓ L&D to OCM transformation

PEOPLE INSPIRATION

- 25% increase in certification rates
- 80% knowledge retention across dispersed teams
- Global team leadership

REVENUE GENERATION

- ✓ \$3.5M contract with the state of Illinois
- ✓ \$5M savings in labor costs after four years
- ✓ \$150k budget efficiency

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Contact Details

Phone : +1-607-368-2748

Address : www.chrismangione.com

Email : chrismangione605@gmail.com

L&D Transformation

What’s Happening

As part of our ongoing efforts to enhance our organizational effectiveness and deliver greater value to both our internal and external stakeholders, we are embarking on a strategic transformation of the L&D team to a comprehensive Change Management focused capability.

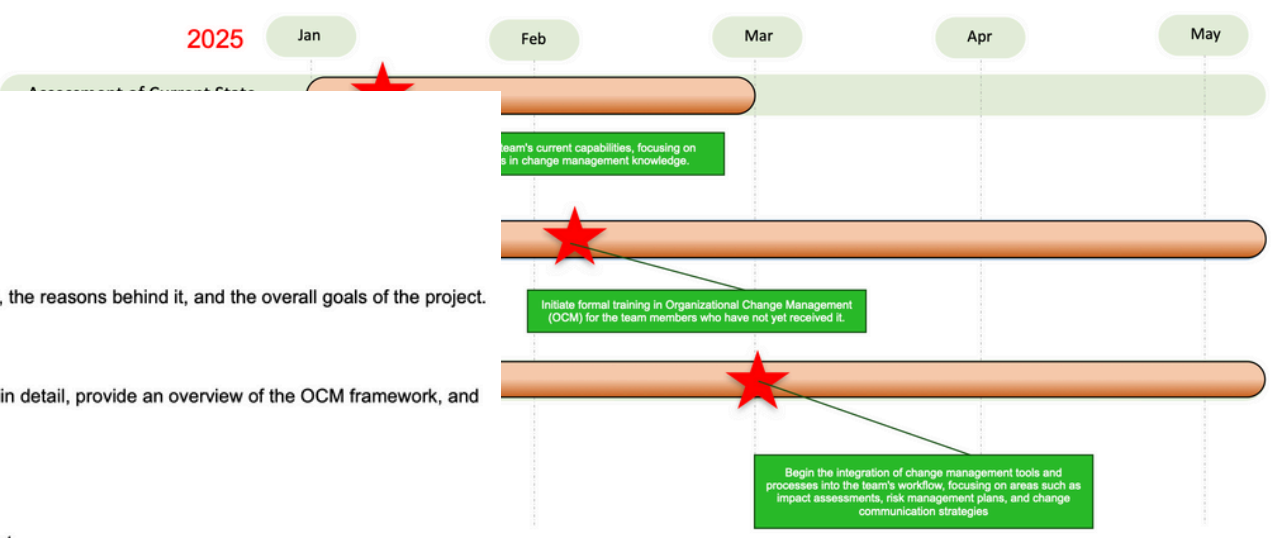
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Good	Better	Best
What is it: <ul style="list-style-type: none">Basic understanding of change management frameworks (ADKAR)Identifying key stakeholders	What is it: <ul style="list-style-type: none">Ability to apply frameworks in real-world scenariosTailoring communication to various stakeholder needsDeveloping basic strategies for overcoming resistance	What is it: <ul style="list-style-type: none">Expert-level understanding and mentoring others on frameworksManaging complex stakeholder dynamics, including senior leadershipProactively managing resistance and fostering support
Benefits to Internal Client Stakeholders <p>Enhanced Change Support: By integrating change management into the R&A team's responsibilities, our internal clients will benefit from a more holistic approach to change, ensuring that all aspects—people, processes, and technology—are aligned and supported during transitions.</p> <p>Increased Effectiveness: With the R&A team taking on additional change management duties such as conducting impact and risk assessments, developing key messaging, and building a change champions network, our internal projects will be more thoroughly supported, leading to smoother and more successful implementations.</p> <p>Greater Stakeholder Engagement: The team's expanded role will include consulting with leaders on communication strategies, ensuring that change initiatives are communicated effectively and that stakeholders are engaged and informed throughout the process.</p>	Benefits to External Stakeholders <p>Improved Client Outcomes: The expanded capabilities of the R&A team will enable us to better support our external clients by providing comprehensive change management services alongside training. This will help our clients achieve their transformation goals more effectively and with less disruption.</p> <p>Stronger Partnerships: By offering a full suite of change management services, we position ourselves as a more valuable partner to our external stakeholders, enhancing our relationships and opening up new opportunities for collaboration and growth.</p>	Best: <p>and strategic messages for complex audiences</p> <p>Impact assessments with risk mitigation strategies</p> <p>Change initiatives that ensure long-term adoption</p> <p>Analytics to measure long-term change sustainability</p> <p>Change efforts, mentoring other change leaders</p> <p>On-wide communication strategies for change</p> <p>on-wide alignment for large-scale changes</p>

Phase 1: Foundation Building

Awareness Campaign Components

- Key Campaign Components:
 - Announcement Email/Communication from Leadership
 - Subject: Important Update: Transition to Organizational Change Management
 - Content: A message from senior leadership outlining the strategic importance of this transition, the reasons behind it, and the overall goals of the project.
 - Timing: Q4 2024
 - Information Sessions
 - Title: Transition to OCM: What You Need to Know
 - Content: A series of virtual and in-person sessions where leadership will explain the transition in detail, provide an overview of the OCM framework, and discuss the anticipated benefits for the organization.
 - Timing: Late Q4 2024
 - Timeline Overview
 - Q4 2024: Foundation Building
 - Announcement of the transition and initial information sessions.
 - Assessment of current R&A team capabilities and identification of areas for development.
 - Q1 2025: Training & Skill Development
 - Training programs and workshops focused on OCM principles and practices.
 - Introduction to new tools and methodologies that will be integral to the expanded role.
 - End of Q1 2025: Full Implementation
 - Official transition of the R&A team to a change management-focused capability.
 - Final assessment and adjustments based on feedback and initial experiences.
 - Digital Resource HubContent: A dedicated section on the internal portal where team members can access detailed information about the transition, including FAQs, timelines, training schedules, and resources on OCM.Timing: Launch by early Q1 2025Regular Updates and Check-InsContent: Bi-weekly updates from the project lead on the progress of the transition, milestones achieved, and upcoming activities.Timing: Throughout Q1 2025



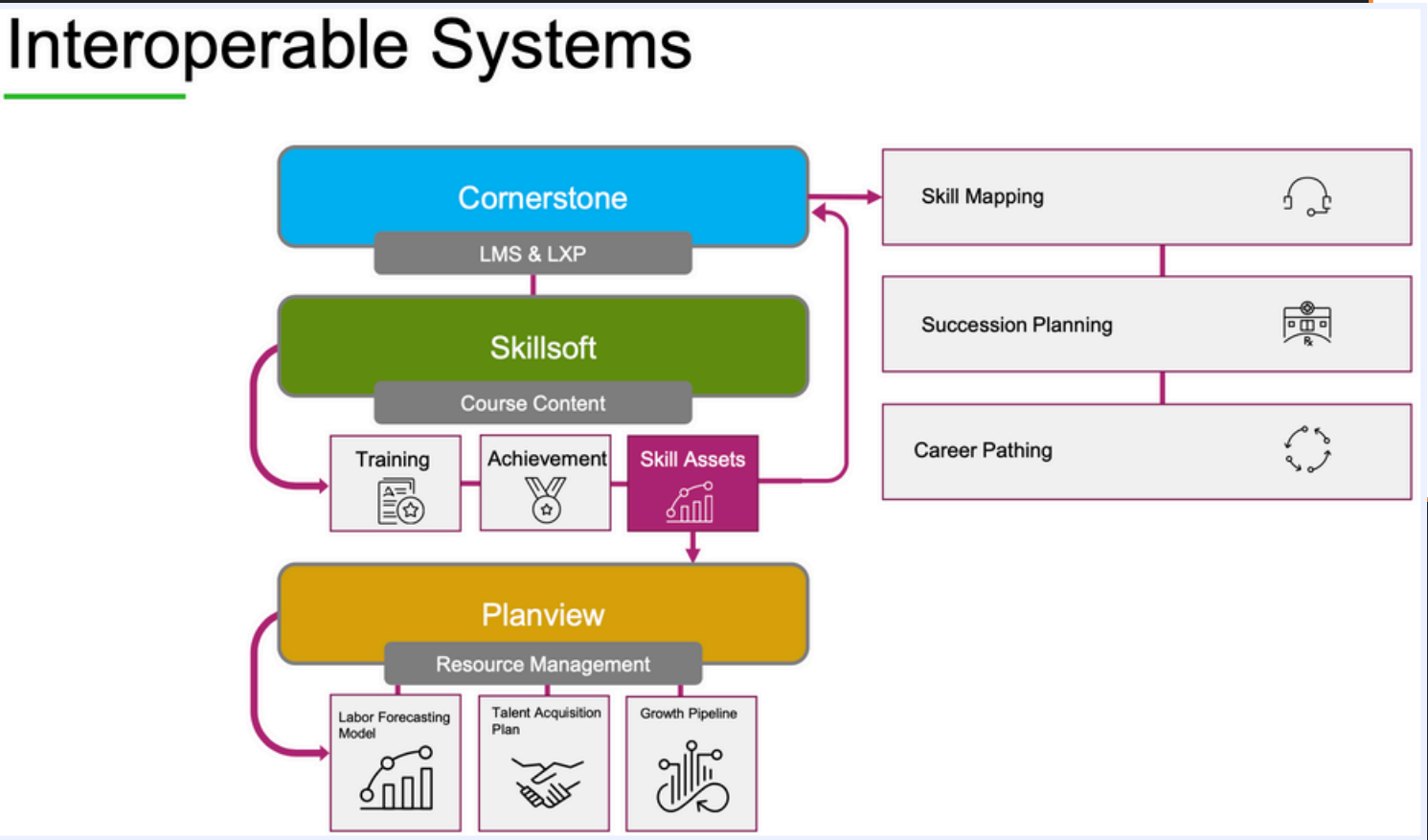
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Learning Ecosystem

What's Happening

Two healthcare companies have merged, necessitating a strategy for learning technologies. The recommendation is an interoperable solution of LMS, LXP and learning content to support Resource Planning and Career Pathing to meet current and future needs.

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Learning Management System

Cornerstone Platform Costs	System Costs	Year 1	Year 2	Year 3
	3000 user licenses	\$144,000	\$149,760	\$155,750
	Single Sign On & HRIS integration			
	Choice Client Success Package			
	Unlimited Data Hosting			
	Training			
	LXP Integration			
	Succession			\$54,400
	HRIS Integration for Performance Scores			
	Opportunity Marketplace			\$67,200
	ATS integration			

Content Provider

Skillsoft Content Costs	Year 1	Year 2	Year 3
System Costs			
2500 active users	\$195,600	\$195,600	\$195,600
Credit for unused license from legacy contract expiring on May 29, 2024 (est.)	(\$39,083)		
Percipio Expert			
Leadership Development Program toolkit 300 users			
Tech/Dev Expert Codecademy			
Percipio support			
Annual System Cost	\$156,517	\$195,600	\$195,600

Resource Planning Software

Resource Planning Platform Costs	Year 1	Year 2	Year 3
System Costs			
100 User License	\$105,000	\$105,000	\$105,000
Data Lake Connection	\$13,000	\$13,000	\$13,000
Sandbox Environment	\$5,250	\$5,250	\$5,250
Costpoint Connectivity Maintenance	\$12,000	\$12,000	\$12,000
LMS Connectivity Maintenance Fee ³		\$12,000	\$12,000
Jira Connectivity Maintenance Fee		\$12,000	\$12,000
Annual System Cost	\$135,250	\$159,250	\$159,250
Administration & Oversight			
Planview Support ¹	\$30,000	\$30,000	\$30,000
Resource Planning Manager ²	\$146,880	\$151,286	\$155,825
Total Administration	\$176,880	\$181,286	\$185,825
Total Recurring Cost	\$312,130	\$340,536	\$345,075
One-Time			
Costpoint Integration	\$18,000		
LMS Integration ³		\$20,000	
Jira Integration		\$25,000	
Integration Consultant - 200 Hours	\$30,000		
Planview Implementation	\$60,000		
Total One-Time Costs	\$108,000	\$45,000	\$0
Total Annual Costs	\$420,130	\$385,536	\$345,075

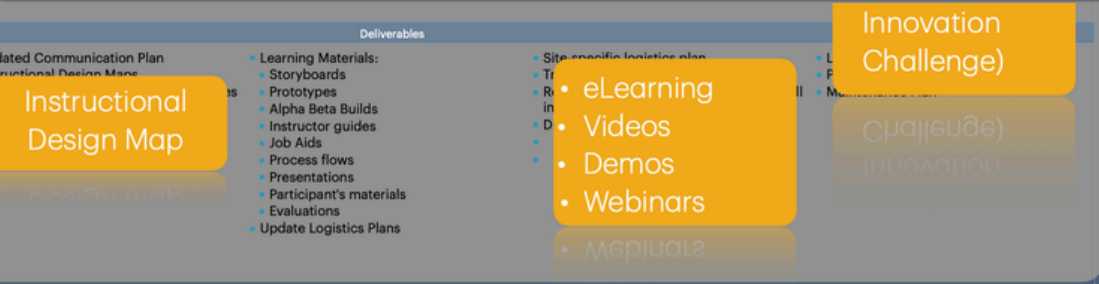
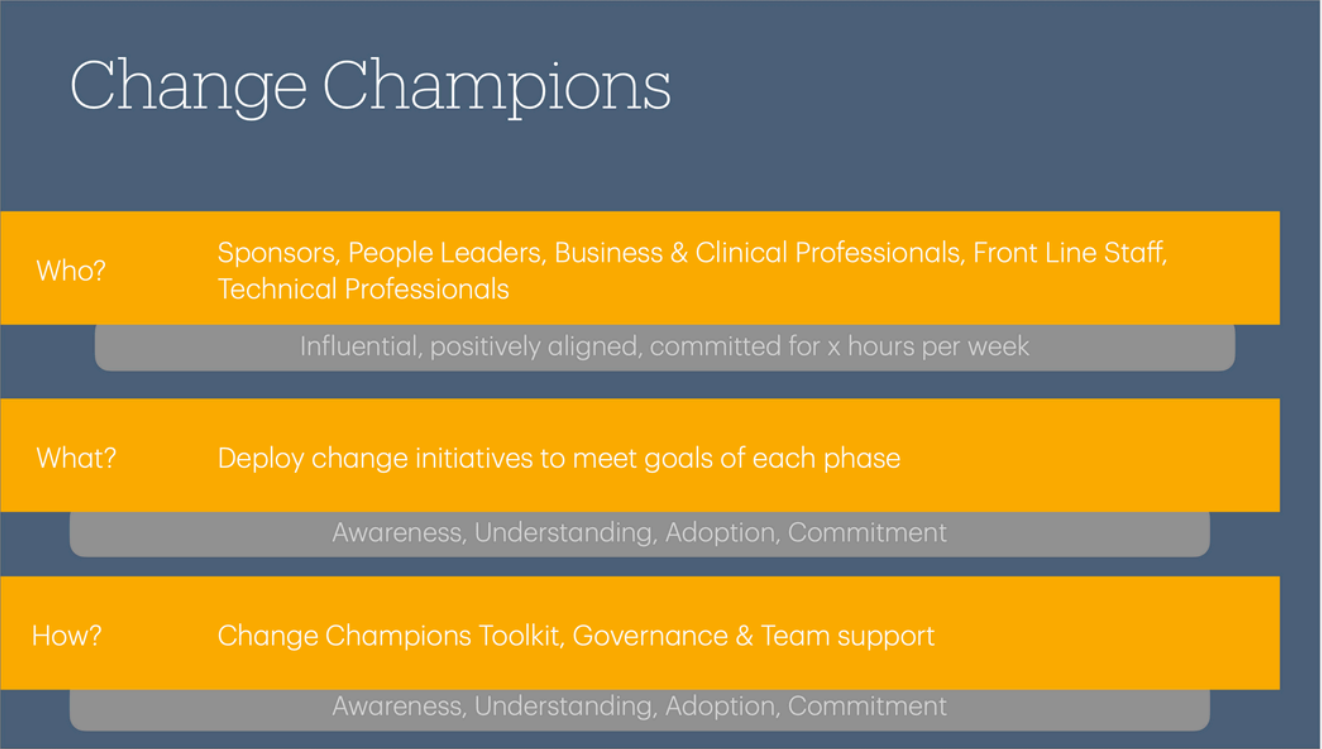
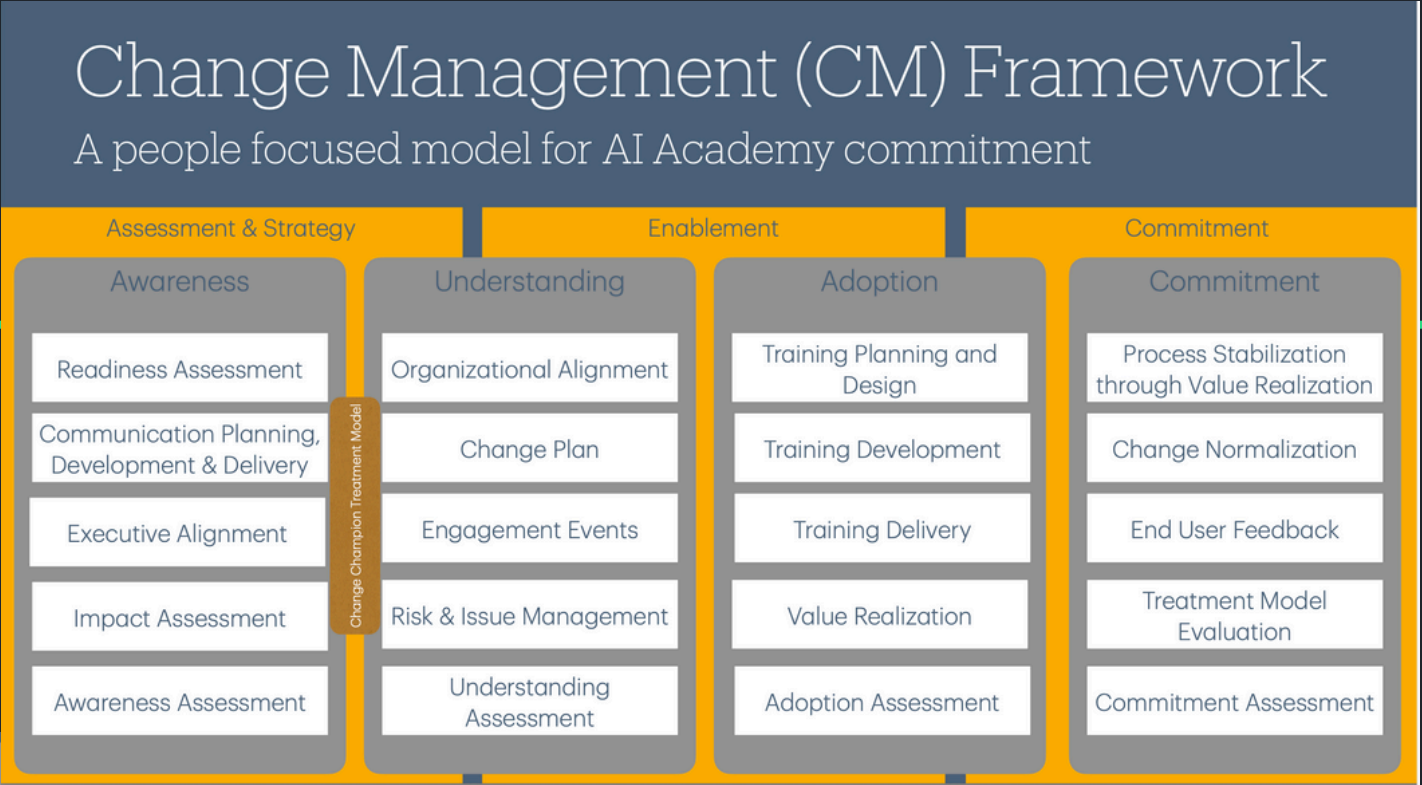
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Change Management

What's Happening

A large healthcare provider is implementing an **AI academy** and need their personnel to adopt several tools to **gain the efficiencies** expected by their investment in these innovations. The recommendation is a strategy and tactical approach to **inform, train** and build **commitment**.

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Facilitator Assessment & Growth Program

Whats Happening

A global organization faced a **post-pandemic uncertainty** around **facilitation quality** and **consistency**, The solution included centering on facilitation categories and specific actions as competencies, a review/feedback mechanism and a link to **performance reviews**.

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FACILITATOR ASSESSMENT & GROWTH TOOLKIT



Purpose
Develop confident, competent facilitators who align with goals and elevate the learner experience



Assessment Frequency
Quarterly: Facilitator self-selection, peer observation, feedback & development
Annually (Optional): Integrate results into performance reviews



Suggested Quarterly Cycle
1. Selection & Goal Setting
2. Peer Observer Assignment
3. Observation & Assessment
4. Reflection & Feedback

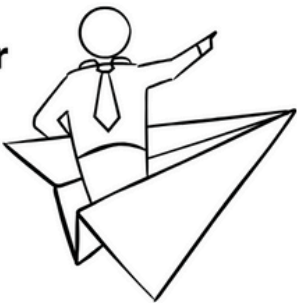


Levels of Achievement
Emerging: Early skill development
Proficient: Meets key expectations
Advanced: Regularly exceeds standards
Mastery: Demonstrated excellence



Performance Review Integration
Managers may opt in, with facilitator consent, to include quarterly assessments in annual evaluations

5 categories to frame your FACILITATOR CHECKLIST



Preparing for the Training Event

1 Planning, partnering, communicating, scheduling, and prep work before the first learner logs in.



Creating a Learning Environment

2 From camera presence to energy - set the tone and foster engagement.



Eliciting Discussion

3 Spark meaningful conversations, foster connections, and invite the learners' voices.



Fostering Learning

4 Active learning experiences, make it real and help knowledge stick.



Post Training Event Prep

5 Finish strong with follow-up, feedback, and continuous improvement.



5 categories with examples to frame your FACILITATOR CHECKLIST



Preparing for the Training Event

- ✓ Develop facilitation plan and materials
- ✓ Review content and materials
- ✓ Test technology setup



Creating a Learning Environment

- ✓ Set expectations and objectives
- ✓ Establish ground rules
- ✓ Demonstrate confidence and enthusiasm



Eliciting Discussion

- ✓ Ask open-ended questions
- ✓ Use active listening skills
- ✓ Encourage participation



Fostering Learning

- ✓ Incorporate activities and practice
- ✓ Provide relevant examples
- ✓ Adapt to group needs



Post Training Event Prep

- ✓ Deliver follow-up materials
- ✓ Solicit facilitator feedback



- ✓ Reflect facilitator feedback
- ✓ Reflect on lessons learned

Communications

What's Happening

A Federal agency needed to deploy a new CRM which will cause disruption with the call center workforce. A key component of the Change Plan was to strategically communicate change events. The solution included a comprehensive approach and operating model.

See More →

Purpose

The **Communications Approach** provides a standard set of guidelines, methods, and tools for enabling thorough communications, including meetings, workshops, and messages during training.

Components Include:

- [General Overview](#)
- [Guiding Principles](#)
- [Key Contributors](#)
- [Communications RACI Diagram](#)
- [Approach Components](#)
- [Communications Activities and Decisions](#)
- [Process Flows](#)
- [Communications Instances & Examples](#)
- [Tools, Templates & other Job Aids](#)

Guiding Principles

Principle	Description
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Key Contributors (1 of 2)

The Communications Approach requires the following roles:

Key Contributors (2 of 2)

The Communications Approach requires the following roles:

Communications RACI Diagram

Approach Components

The components in this approach include:

Communication Core Elements

Communication training message

Impacted Parties

- Program Team
- Contact Center Employees
- Contact Center Supervisors/Agents
- Program Leadership & Sponsors

Key Messages:

What does Training efforts tell

High Level Communications Activities

Sample communications activities regarding Training Communications

Communication Type	Category	Communication	Audience
Reoccurring	Governance	Governance Meetings	Training Capability Governance
	Go-Live	Training Planning Sessions	Training Leads and Training
		Training Reminders - Registration Changes and/or Cancellations	Training Manager Business Unit Managers End Users
		Training Registration Emails and Verification	Program Leadership AND Training Manager Business Unit Managers End Users
		Training Updates	Program Leadership & Governance Training Leads Business Unit Managers Users (Trainers, Super Users)
	Go-Live & Day to Day		

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New Hire Training Program Level 4 Evaluation

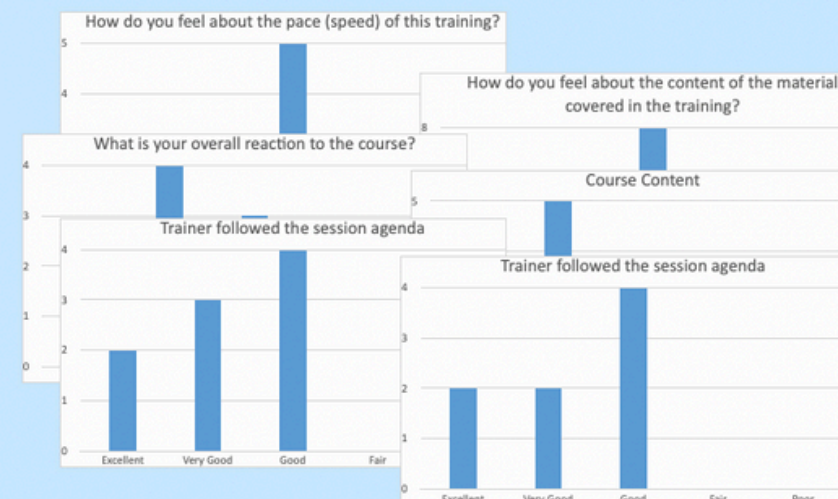
What's Happening

A large Federal client needed my team to **redesign their new hire training program** in their national call center enterprise. The resulting approach increased the training time, but significantly reduced time to mastery, resulting in dramatic results:

- **\$900k Annual Savings**
- **1.5 FTE saved**
- **5.5% reduction in average handle time**

[See More](#) →

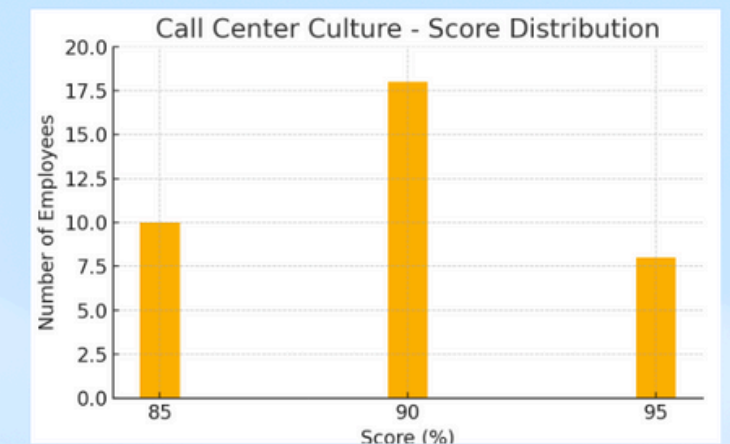
Level 1



Level 3

- 5.5% reduction in average handle time
- 10% customer satisfaction improvement

Level 2



Level 4

- 1.5 FTE compounded savings each month
- \$900k annual savings

Individual Learning Plan

What's Happening

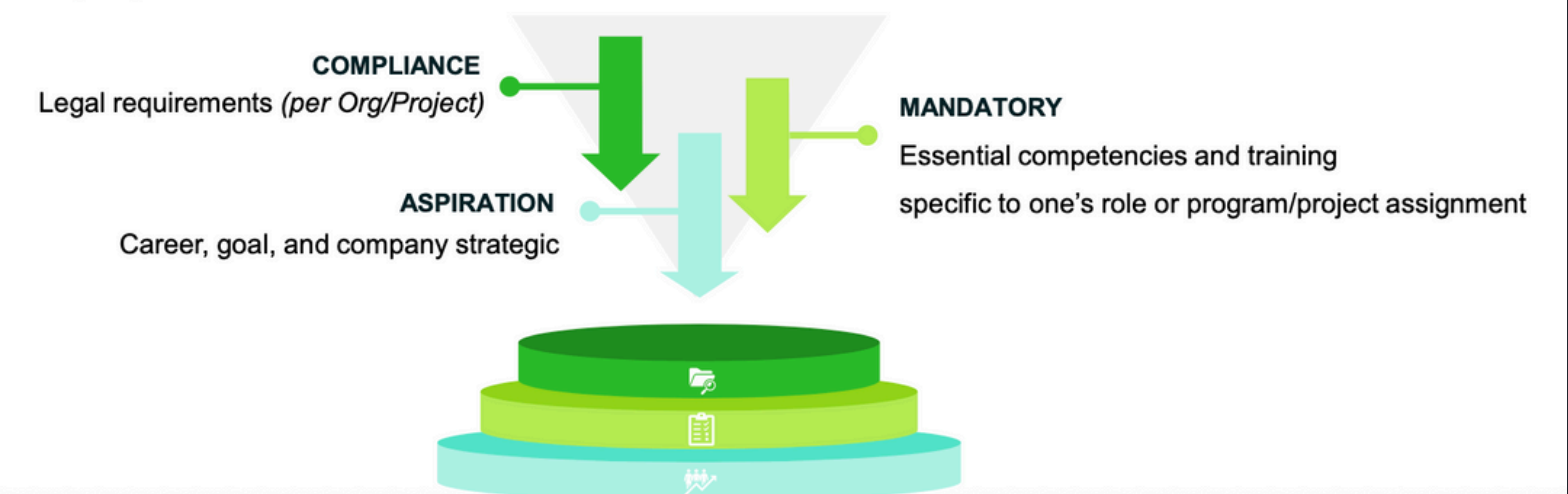
A company merger exposed weaknesses in **compliance training administration alignment**. I developed a singular, comprehensive strategy to **administer annual training** while promoting aspirational training tied to **career pathing** strategies.

- Open enrollment
- 12 month completion
- Quotas for managers
- Reporting to Learning Advisory Council

[See More](#) →

Executive Summary – Individual Learning Plan (ILP)

- Each calendar year, each employee follows an individual learning plan with three categories
 1. Every 12 Months – legal and contractual
 2. Compliance – role/project specific, company strategic
 3. Aspiration – career, goal
- Managers are responsible for maintaining the plan with each of their direct reports
 - Courses are open enrollment
 - Schedules for completion are made within the manager/direct report relationship
- Milestones for achievement are a shared responsibility
- A company-wide ILP is proposed for 2024



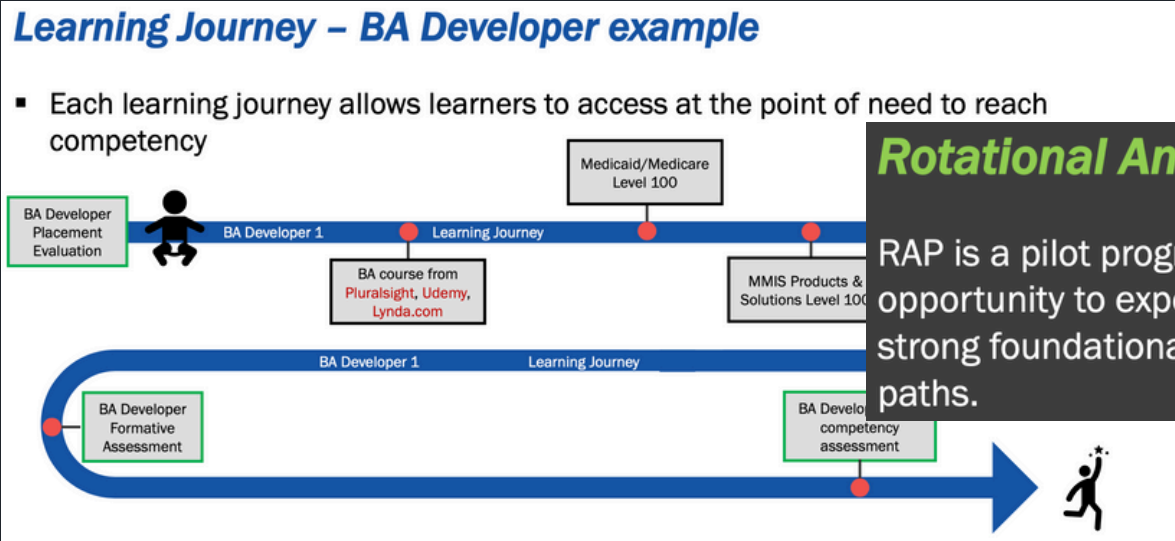
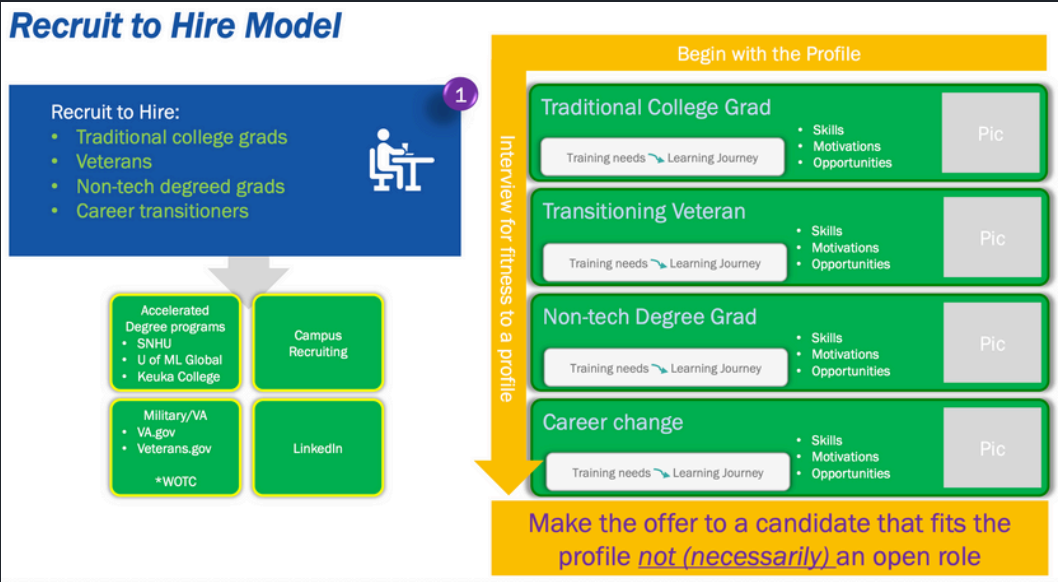
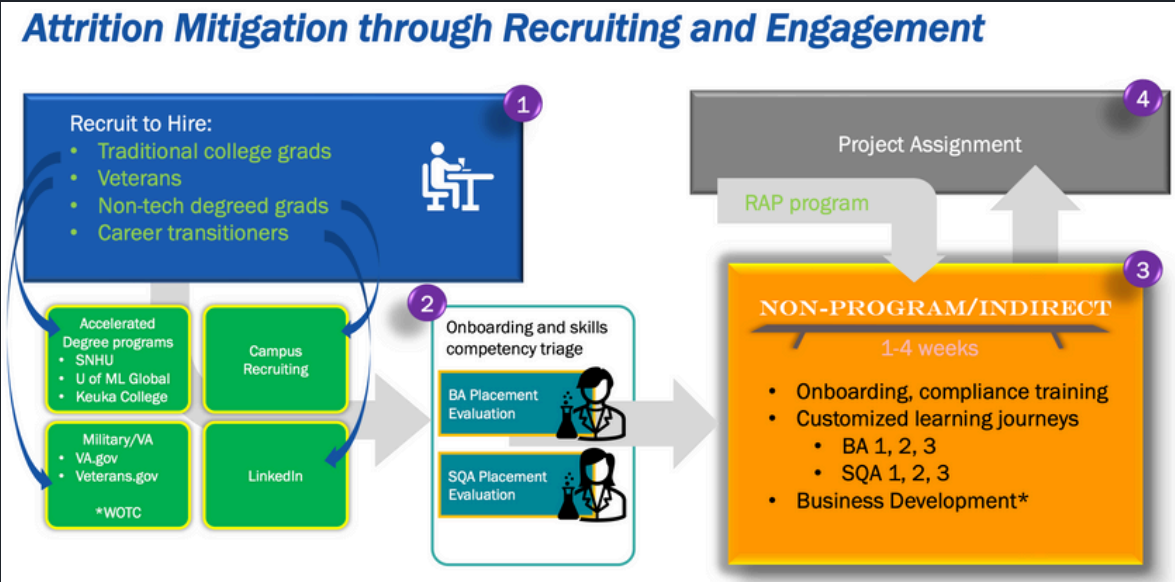
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My Best Works

Junior Talent Feeder Program

The CFO identified talent acquisition and retention programs that do not include tapping in-house talent, resulting in higher compensation costs every month. The task was to develop a feeder program, reimagining recruiting and training practice. The result was a \$1M savings in year two and \$5M savings in year four.

See More →



Rotational Analyst Program (RAP)

RAP is a pilot program to give business analysts (associate – senior levels) the opportunity to experience multiple roles over the course a year to gain new skills, create strong foundational knowledge, establish new relationships, and consider different career paths.