



31 OCT 2001

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Your reference
Our reference Sue Alden

30 October 2001

To whom it may concern.

Consultant : Jill Dann of Consultation Limited
Assignment: Consultant to Organisation Transformation Programme

The IT division of Norwich Union Life is establishing a programme of Organisational change, to re-engineer its software development & support processes and associated activities.

Jill provided input to the programme at a crucial stage of transition from "vision" to "mobilisation". Jill contributed a number of extremely helpful change models and provided a framework in which to express the objectives and implications of the proposed organisation change. Jill's particular strength is in the consideration of the people impacts of change management and the considerations that need to be made towards engagement of those people impacted.

Jill is extremely knowledgeable on all aspects of change management, and although not directly relevant to this assignment, has the experience of Programme and Project management at the "sharp end", which allowed her to draw on direct personal experience to illustrate many of the issues with which were faced.

Another benefit from Jill's involvement was the support and encouragement she was able to provide to me with as an individual. Her contribution allowed me to increase my own knowledge of change management and engage with colleagues with greater confidence on the subject.

With best regards

Simon Durbin
Head of Business Systems Transformation
Norwich Union Life

For other enquiries 01603 622200