



# CORPORATE CAPABILITIES

## **Emerson Human Capital Consulting, Inc.**

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UEI Number: HE7BKT3CFQE5

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## **GSA Multiple Award Schedule (MAS)**

**Contract Number: 47QRAA21D0030**

FSC Group: Professional Services

FSC/PSC Codes: R408, R704, R799

Contract Period: February 24, 2021 – February 23, 2026

Primary NAICS Codes: 541611, 541612HC, 611430, OLM

Women Business Enterprise (WBE) Certification, Women's Business Enterprise Council, Inc. (WBENC)

Woman-owned Small Business Certification, U.S. Small Business Administration (in progress)

## **Points of Contact**

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## 1. CORPORATE OVERVIEW AND EXPERIENCE

Emerson Human Capital Consulting, Inc. (Emerson) is a woman-owned small business that delivers outcomes and sustainable success through organizational change. Emerson now has more than 20 years of experience designing, developing, and delivering Transformation, Change Management, Learning & Development, and Technology Change solutions to Government and industry.

In Emerson's early years, the U.S. Department of Justice, Federal Bureau of Investigation (DOJ/FBI) identified Emerson as an expert partner on initiatives including but not limited to organization design, change management, and training. In 2021, Emerson returned to its partnership with the federal Government. This was an easy decision, given the stellar reputation Emerson has with FBI agency executives, and its continued delivery to Federal Reserve Bank of San Francisco and Lawrence Berkley National Laboratory, a U.S. Department of Energy-managed entity.

## 2. SELECTED PUBLIC SECTOR CLIENTS

- U.S. Department of Justice
  - Federal Bureau of Investigation (FBI)
  - Administrative Services Division
- Federal Reserve Bank of San Francisco
- Lawrence Berkeley National Laboratory
  - U.S. Department of Energy
  - National Laboratory
- Port of Oakland, California
- Sacramento Municipal Utility District

### 3. EMERSON HUMAN CAPITAL SERVICES

#### Transformation and Change Management

Emerson facilitates agency transformation. Our approach is designed to achieve agency mission through alignment and engineered behavior change. Emerson supports agency change initiatives and transformation through interactive working sessions and employee-focused interventions. Transformation and Change Management solutions include:

- Operating Model Design
- Strategic Planning
- Organization Design
- Assets and Liabilities Analysis
- Stakeholder Mapping and Impact Assessment
- Leadership Alignment and Message Framing
- Key Behavior Engineering
- Employee Engagement and Adoption

#### Learning and Development

Education, professional development, and training are critical in today's fast-changing environment. Emerson develops and delivers targeted, innovative, engaging, and sustainable learning solutions. We are experts in blended learning, e-learning, performance support and evaluation. Emerson's Learning & Development solutions include:

- Competency and Performance Improvement Design
- Learning and Development Strategy
- Instructional Design and Development
- Learning Delivery
- Evaluation and Assessment
- Learning Tools and Technology
- Leadership Coaching and Team Development
- Diversity, Equity, Inclusion, and Accessibility Programs

## Technology Change

Technology change is a significant undertaking. Emerson considers all the elements that drive customer success. We build training and support programs and create momentum within short timeframes to enable business case benefits. We help engage the workforce, maximize performance, minimize learning curves, prevent workarounds, and improve processes, all while staying focused on results and the agency mission. Our Technology Change solutions include:

- Technology Change Strategy
- Business Readiness and Alignment
- Communication Planning and Messaging
- Key Behavior Change
- Training and User Support
- Cybersecurity and Safety

## 4. EMERSON LEADERSHIP

Our CEO **Tricia Emerson** is a recognized expert in business transformation. She began her career by helping build the change management practice of a major professional services firm. In 2001, she founded Emerson Human Capital to bring best practices and her favorite experts to bear on client challenges. She is a guest lecturer at Columbia University and the Haas School of Business at the University of California, Berkeley. She has presented to many organizations, including Roche, Equifax, Siemens, Coca-Cola, Chevron, NCR, the Association of Change Management Professionals (ACMP), The Consortium of Information System Executives (CISE), Vistage, The American Council of Engineering Companies (ACEC), the Regulatory Affairs Professionals Society (RAPS), the Association for Talent Development (ATD), and the International Society for Performance and Instruction (ISPI). She's also the author of three books: *The Change Book*, *The Learning & Development Book*, and *The Technology Change Book*. *Fast Company* and *The Wall Street Journal* consider her an expert in change management. Tricia earned a Master of Arts degree in Instructional Design from The Ohio State University.