



Hilary Horn

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Hilary Horn Hilary has over 15 years of experience leading the change management, communication, and learning programs as part of a business transformation effort. Her focus is on preparing an organization's people to adopt new technology, processes, and behaviors necessary to achieve the business objectives.

Hilary works with Fortune 500 clients undergoing large-scale, global business and customer transformation efforts that involve simplification of global business processes to improve the customer experience. Hilary has developed and led global programs that focus on the behavioral change and adoption needed to realize business outcomes from these global programs. The programs she has developed focus on:

- Alignment of decision rights, jobs and organizational structure to enable the future state processes.
- Establishment of executive and leadership commitment to drive the change.
- Implementation of gamification, immersive learning and training solutions to build skills, engage employees, and facilitate learning new behaviors.