

Meet Our Team



Richelle Molaro MBA
SVP | Client Growth Strategy, Professional Services
Canada

With 20 years of experience leading and advising clients through digital transformation, data-driven and artificial intelligence innovative solutions; Richelle led businesses through transformation and understand the complexity and competitive advantage of being ahead in the era of Artificial Intelligence.

Career Highlights

- Former Chief Operating Officer of Innovation Engine in Canada's largest law firm
- Former Chief of Staff to >250 lawyers, driving practice transformation
- 10+ years executing business transformation, with a focus on people projects
- Focus on change management, change adoption and employee engagement
- Organizational culture, strategy and communications specialist

Sample Projects

- Designed and implemented Innovation-centric operating model (executive lead) – Canada's largest law firm
- Organizational culture review and collaboratively established new set of cultural values to enhance employee engagement, idea generation and achievement of shared org. goals (project lead) – Canada's largest law firm
- Oversaw portfolio of projects (18+) focused on enhancing safety in the healthcare system and enhancing claim efficiency – Healthcare sector Insurer
- Designed and implemented Talent Frameworks (career progression models, compensation systems, job sizing, professional development, mentorship programs, job title alignment) – Canada's largest law firm

Competencies

Leadership/Management

- Vision and Direction
- Strategic plan development & execution
- Culture analysis and improvements to achieve goals
- Stakeholder engagement
- Innovation integration
- Risk management
- Project planning and delivery
- Business case development, approval & execution
- Design Thinking facilitator

Talent

- Talent Framework Design
- Compensation Framework Design
- Performance review system resets
- Mentorship programs
- Employee engagement
- Role re-design & re-skilling
- Job sizing
- Building value-based leadership skills
- Team & executive coaching

Change Management

- Change readiness assessments
- Proactive change barrier mitigation
- Change management plan design
- Communications strategies
- Focus group leadership
- Output measurement

Industry

- Legal Services
- Healthcare Insurance