EXPERT ON DEMAND
FREQUENTLY ASKED QUESTIONS

Understanding the Expert on Demand service offering

1. **Why would I consider purchasing Expert on Demand consulting?**
   You have an immediate need for expert consulting or coaching support and don’t have the time to go through traditional procurement channels. You may simply want a quick validation from a seasoned professional on a decision you are about to make or an action you are about to take. You want a second opinion on a change management issue from an outside, unbiased objective expert.

2. **How is contracting Expert on Demand consulting hours different than a traditional LaMarsh Global contract?**
   The purchase transaction is handled by a credit card making the procurement quick and easy. There is no long and involved procurement process requiring the preparation, review and approval of a Statement of Work or a Request for Proposal. The task is specific and can typically be addressed immediately without data collection and analysis.

3. **Are the fees for contracting an Expert on Demand competitive?**
   The Expert on Demand fee structure is very competitive and represents a discount of 15% to 40% off of our standard rates, depending on the number of hours purchased. You may purchase a single hour of Expert on Demand consulting/coaching time or a block of up to 20 hours.

4. **What is the level of experience and qualifications of the consultants who will provide Expert on Demand support?**
   All Expert on Demand consultants and coaches are seasoned professionals with more than twenty years of experience solving business challenges for companies and organizations. They have a deep understanding of multiple change management methodologies and are hands-on practitioners.

5. **Can I request a specific Expert on Demand coach?**
   All of our Expert on Demand consultants/coaches are highly qualified and experienced. We recognize that you may have previously worked with one of our Expert on Demand consultants/coaches or have an understanding of their specific thought leadership and expertise. Although we cannot guarantee the Expert on Demand you request is available, we will do what we can to meet your request.
6. **Will I have the same “expert” each time I use the Expert on Demand service?**
   Although we are unable to make a commitment to having the same Expert on Demand consultant/coach available each time you request support, every effort will be made to maintain consistency in the assignment of expert resources. If you have preference to work with a specific Expert on Demand consultant/coach, you will have the opportunity to request that resource during the ‘scope assessment’.

7. **What if I contract Expert on Demand services and then discover the project is much bigger and requires more traditional contract support?**
   The level of Expert on Demand support required will be identified during the ‘scope assessment’. However, if the request was under-scoped or because, after providing consulting/coaching support it is determined the requirements are beyond the boundaries of the Expert on Demand services, the consultant will partner with you to execute a traditional procurement.

8. **Is Expert on Demand only available virtually?**
   Expert on Demand is a virtual consulting and coaching service. The approach and fee structure reflects our ability to deliver timely, high quality expert consulting and coaching support to you and your project teams without having to be on-site.

9. **Are the Experts on Demand available globally?**
   The great value of the Expert on Demand service is that an experienced consultant/coach can be available to you and your team 24x7. There is no need to be physically located in a specific region of the world. However, we do recognize the nuances of regional differences, cultures and languages and can accommodate your unique needs through leveraging our global network of expert consultants and coaches.

10. **Are there any limitations on the topics or business challenges on which I will be able to be coached?**
    Our team of Expert on Demand consultants and coaches are very experienced change management practitioners and change leaders. In addition, they have broad and deep expertise in a wide range of types of organizational development and business solutions development and implementation. If the ‘scope assessment’ identifies a challenge beyond the capabilities of our Expert on Demand team, we will partner with you to find a qualified resource.
Accessing the Expert on Demand service offering

11. How do I sign up for Expert on Demand consulting support?
   To get started, simply call us at LaMarsh Global phone number here or request a “Triage Form” via email or the Contact Us page on LaMarsh.com. One of our team members will respond to your inquiry within 12 hours to ask questions that will scope the effort. After the ‘scope assessment’, an Expert on Demand will be assigned. You can expect to be engaged with the Expert on Demand within 24 hours or less.

12. How do I pay for Expert on Demand services?
   Payment for Expert on Demand services is by credit card. During the ‘scope assessment’ the LaMarsh Global team member will answer any questions you have about payment and guide you through the process. You may purchase a single hour of Expert on Demand consulting/coaching time or a block of up to 20 hours.

13. Can I be invoiced for the Expert on Demand service or must I pay immediately?
   Payment will be processed during the ‘scope assessment’ discussion with the LaMarsh Global team member. You may purchase a single hour of Expert on Demand consulting/coaching time or a block of up to 20 hours.

14. If I purchase more hours than I use, what happens to the remaining time?
   Your purchased time doesn’t expire nor is it refundable. If you don’t use up the time purchased, you can save it for future Expert on Demand consulting and coaching support. We will track your account and check in periodically if you have unused time.

15. How quickly can I expect my request to be reviewed and an Expert on Demand assigned?
   You can expect to hear from a LaMarsh Global team member within 12 hours of your request. The team member will ask questions to complete a ‘scope assessment’. The scope assessment will allow us to determine the type of expertise required and assign the appropriate Expert on Demand consultant/coach. You should expect to be involved in conversation with the Expert on Demand within 24 hours of your inquiry.
16. **What information should I have available when I contact LaMarsh Global to access an Expert on Demand?**

The LaMarsh Global team member will ask you to describe the change management or business challenge you are supporting and the consulting or coaching support you think you need. You will need to provide contact information and share your level of understanding, confidence and competence in applying the Managed Change™ methodology. You will also need credit card information to complete the transaction.

17. **Can I use Expert on Demand to write and/or review change communications?**

Absolutely. During the ‘scope assessment’, we will determine the level of communication expertise you need to complete the assignment and the appropriate resources will be assigned. You will need to share source document information or arrange the subject matter expert to be available to work with the communications expert. The Expert on Demand can also assist with the development of a Communication Strategy and Plan.

18. **Can I use Expert on Demand to help me prepare for challenging discussions with my Sponsor?**

Absolutely. Partnering with an Expert on Demand coach to plan, prepare, and practice a challenging sponsor discussion is an excellent use of this service offering. The Expert on Demand is experienced and skilled in helping you to drive the discussion to understanding root cause of the challenges and how to focus on outcomes and achievable next steps.

19. **Can the Expert on Demand help me develop a mitigation plan for target resistance?**

Absolutely. Creating target resistance mitigation strategies and activities is the perfect opportunity to leverage an Expert on Demand resource. The Expert on Demand will be familiar with many common sources of resistance and have a portfolio of resistance mitigation solutions that can be applied to your challenges. The ‘scope assessment’ will help the Expert on Demand understand the target resistance challenge you face, the unique culture of your organization, and the impact on implementing a successful change.
20. Is Expert on Demand a good resource for me to use to discuss building OCM capability within my organization?
Absolutely. Our Experts on Demand have a minimum of twenty years of experience working with organizations to build OCM capability. They will be able to share insights, successes and failures of many other organizations that have attempted the same goal. The Expert on Demand will have a working knowledge of OCM maturity models, establishing Centers of Excellence, and administering User Groups and Communities of Practice, all of which are key enablers to building of a change capable organization.

21. Can an Expert on Demand facilitate a team meeting or a focus group?
Expert on Demand is a virtual consulting and coaching service offering. It is feasible to successfully facilitate a team meeting or a focus group virtually. It will require you to organize the appropriate technology and have a monitor in the room to support the virtual facilitation. The Expert on Demand consultant/coach partnering with you will help to evaluate the opportunities and challenges of a virtual meeting facilitation decision.

22. If my Sponsor needs coaching, can I ask the Expert on Demand to coach him?
Absolutely. Our Expert on Demand coaches have at least twenty years working with senior leaders and change sponsors. The Expert on Demand coach will partner with you to assess the sponsorship issues and develop an appropriate plan of action. The support will be delivered virtually with the opportunity for written preparation and feedback as appropriate.

23. Are there any change management activities that would not be appropriate for Expert on Demand?
The Expert on Demand is a virtual consulting/coaching service offering. Most change management activities can be delivered virtually. However, there may be unique circumstances with an Expert on Demand request when the consultant/coach suggests the situation requires face to face interaction. The ‘scope assessment’ will drive to uncover these unique circumstances. If virtual support is not a good approach, the Expert on Demand will partner with you to identify an appropriate resource and plan of action.
24. **Can I contract with an Expert on Demand to conduct interviews and/or consolidate/analyze resistance data?**

Absolutely. Leveraging an objective external Expert on Demand is an excellent strategy to ensure the data collection and/or analysis is unbiased. The Expert on Demand consultant will partner with you to leverage best practices and tools to define and implement the best data collection and analysis approach. Survey development and administration is additional support that can be provided.

25. **Can the Expert on Demand consultant deliver training modules or workshops for our organization?**

Expert on Demand is a virtual coaching and consulting service offering. It is possible for an expert facilitator to deliver training virtually. However, it is typically not the best learning strategy unless other physical or timing constraints are driving the decision. The Expert on Demand can assist by preparing and coaching you or your SME to deliver training. If the objective is to train the Managed Change™ methodology, licensing and other terms and conditions will apply and must be reviewed.

26. **Can I utilize Expert on Demand coaching for in-person coaching?**

Expert on Demand is a virtual consulting and coaching service offering. The ‘scope assessment’ will help to determine if virtual one-on-one coaching can successfully serve the needs of your client. If coaching your client virtually cannot be successful, the Expert on Demand will partner with you to identify an appropriate solution and resource.