



## Expert on Demand

### Frequently Asked Questions

LaMarsh Global's Expert on Demand connects you directly with a change management expert to discuss the problems or questions you are facing.

You can get personalized advice and one-on-one coaching, or our experts can get their hands dirty and assist with facilitating meetings, conducting interviews, gathering information, analyzing data or assessing plans and results.

#### Pricing

Book time by the hour with an expert from LaMarsh Global or purchase a package of hours.

**Hourly:** \$300/hour

**Packaged hours (up to 8 hours):** \$225/hour

### About Expert on Demand

- 1. Why would I use Expert on Demand consulting?**  
Expert on Demand is a convenient option to get rapid support, coaching or advice on your change projects or challenges.
- 2. How is Expert on Demand different than a traditional LaMarsh Global consulting contract?**  
Expert on Demand delivers quick and customized support without going through the traditional procurement channels. We will review your request for Expert on Demand within a business day and connect you directly with an expert. From there, you can discuss the amount of time and optimal format for your needs.
- 3. Are the fees for an Expert on Demand competitive?**  
The Expert on Demand fee structure represents a significant discount off of our standard rates. You can purchase a single hour or a package of hours at a further reduced rate.

- 4. What level of experience do the experts have?**

Our Expert on Demand practitioners are seasoned professionals with decades of experience solving business challenges for companies and organizations. They are hands-on practitioners with a deep understanding of change management methodologies.

- 5. Can I request a specific Expert on Demand practitioner?**

You can request a specific expert, or we will select the most suitable expert based on your industry, role and project. All of our experts are highly qualified and experienced, but we recognize you may have an understanding of a practitioner's specific thought leadership and expertise. Although we cannot guarantee a particular expert is available, we will do our best to meet your request.

- 6. Will I have the same expert each time I use the Expert on Demand service?**

We make every effort to maintain the consistency of your expert. You will be assigned the same expert for your packaged hours, but we are unable to guarantee the same expert will be available each time you request support.

- 7. What if I contract Expert on Demand services and then discover the project requires more traditional contract support?**

If it is determined the requirements go beyond the scope of the Expert on Demand services, we will recommend the best training or consulting options according to your goals.

- 8. Is Expert on Demand only available virtually?**

Expert on Demand is only a virtual service. The approach and fee structure reflect our ability to deliver timely and quality support to you and your team without the need to be on-site.



## Expert on Demand

### 9. Is Expert on Demand available globally?

Because it is virtual, Expert on Demand is available to you and your team from anywhere in the world. We have a global network of expert practitioners to accommodate any unique regional, cultural and language needs.

### 10. Are there limitations on the topics or business challenges?

Our Expert on Demand consultants and coaches are experienced change management practitioners. They have expertise in a broad range 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 Expert on Demand

### 11. How do I sign up for Expert on Demand?

To get started, let us know about your organization and project by completing the request form. We will respond to your request within one business day.

### 12. How do I pay for Expert on Demand services?

Payment for Expert on Demand services is by credit card. You can purchase Expert on Demand hours as needed for \$300/hour or purchase packaged hours (up to 8 hours) for \$225/hour.

### 13. Can I be invoiced for the Expert on Demand service or must I pay immediately?

Yes, but payment is required before your Expert on Demand services can begin. You can purchase Expert on Demand time by the hour or in packaged hours.

### 14. If I purchase more hours than I use, what happens to the remaining time?

Purchased time is nonrefundable and does not expire. If you don't use all of your purchased time, you can save it for future Expert on Demand support or another individual or team can use your hours. We will track your account and check in periodically if you have any unused time.

### 15. How quickly can I expect my request to be reviewed?

We will respond to your request within one business day. We may have follow-up questions to understand your needs better, and then we will assign the best expert for you and your organization.

## Typical consultations

### 16. Can I use Expert on Demand to write/review change communications?

Yes. We will determine the level of communication expertise you need during the scope assessment and the appropriate resources will be assigned. You can share source document information or arrange for the subject matter expert to work with the communications expert. Our expert can also assist with the development of a communications strategy and plan.

### 17. Can I use Expert on Demand to prepare for challenging discussions with my sponsor?

Yes. Our experts can help you plan, prepare and practice a challenging discussion. We will help you drive the discussion toward understanding the root cause of the challenges and focusing on outcomes and achievable next steps.



## Expert on Demand

**18. Can an Expert on Demand help me develop a mitigation plan for potential risks?**

Yes. Creating mitigation strategies and activities is an excellent opportunity to leverage an Expert on Demand resource. Our experts are familiar with many common risks and have a portfolio of mitigation solutions that can be applied to your challenges.

**19. Can an Expert on Demand help me build change capability within my organization?**

Yes. Our experts have 20 or more years of experience working with organizations to build internal change capability. We are experienced in OCM maturity models, establishing Centers of Excellence and administering Communities of Practice – all of which are key enablers in building a change-capable organization.

**20. Can an Expert on Demand facilitate a team meeting or a focus group?**

Yes. We can facilitate a team meeting or a focus group virtually. We will simply require you to organize the appropriate technology to support the virtual facilitation.

**21. Do you provide coaching for leaders?**

Yes. Our experts have years of experience working with senior leaders and executives. The Expert on Demand coach will partner with you to assess any leadership issues and develop an appropriate plan of action.

**22. Can I contract with an Expert on Demand to conduct interviews, collect information or analyze data?**

Yes. Leveraging an objective expert is an excellent strategy to ensure data collection and analysis is unbiased. The expert will partner with you to leverage best practices and define and implement the best data collection and analysis approach. Survey development and administration can also be provided.

**23. Are there any change management activities that would not be appropriate for Expert on Demand?**

The Expert on Demand is a virtual consulting and coaching service. Most change management activities can be delivered virtually; however, there may be unique circumstances that require face-to-face interaction. The scope assessment will aim to uncover these unique circumstances. If virtual support is not the best approach, we will partner with you to identify an appropriate resource.

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

We offer several virtual training programs. Your expert will be able to discuss the options and suggest the training program that meet your goals and learning needs. The expert can also assist by preparing and coaching you or your subject matter expert to deliver training. Licensing and other terms and conditions will apply if you are looking for training in our Managed Change methodology.

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

Expert on Demand is a virtual consulting and coaching service. The scope assessment will help to determine if virtual coaching can successfully serve your needs. If virtual coaching will not be successful, the expert will partner with you to identify an appropriate solution.