



Breaking Down Silos: Transforming HR Service Delivery with Matrix Teams

Illinois Human Resources (IHR) Matrix Teams

04/02/2026

Matrix Team Leads



- Julie Block – Team Community
- Jenna Jeffers – Team Empowerment
- LaSonia McBride – Team Discovery
- Mai Nasr – Team Momentum
- Amanda Smith – Team Innovation

The Matrix Teams

Team Innovation

Carle Illinois College of Medicine
College of Law
Gies College of Business
Grainger College of Engineering
Vice Chancellor for Diversity, Equity & Inclusion
Vice Chancellor for Institutional Advancement

Team Lead: Amanda Smith

Team Community

College of Liberal Arts & Sciences
College of Veterinary Medicine
Illinois International
School of Information Sciences
Systems Offices
Technology Services
University Library

Team Lead: Julie Block

Team Empowerment

Center for Innovation in Teaching & Learning
Chancellor
College of Applied Health Sciences
College of Fine & Applied Arts
College of Media
Division of General Studies
Division of Intercollegiate Athletics
Graduate College
Illinois Fire Services Institute
Illinois Human Resources
Provost & Vice Chancellor for Academic Affairs
Vice Chancellor Administration and Operations

Team Lead: Jenna Jeffers

Team Momentum

Auxiliary Units
College of ACES
School of Labor & Employment Relations
School of Social Work
Vice Chancellor for Student Affairs

Team Lead: Mai Nasr

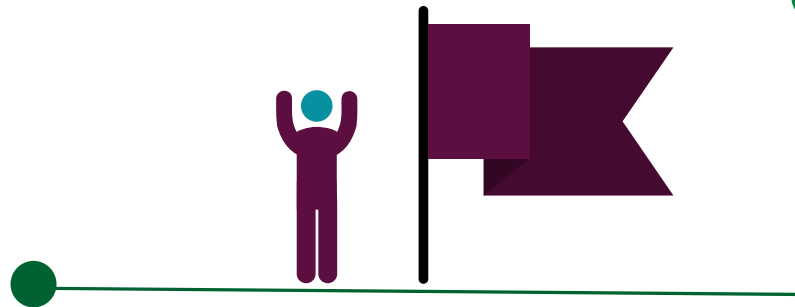
Team Discovery

College of Education
Energy Services
Facilities & Services
OVCRI Institutes
Vice Chancellor for Research & Innovation

Team Lead: LaSonia McBride

Session Goals

Breaking Down Silos:
Transforming HR service
Delivery with Matrix Teams.



01

Introduce the Matrix Team Model and its strategic benefits



Explore how matrix design enhances HR service delivery

02

03

Share actionable insights aligned to clarity, strategy, and empowerment

Thought Provoking Questions



- Are silos slowing down your work or decisions?
- Is your service model reactive instead of proactive?
- Are you seeking change that delivers *real* impact?

IHR Organizational Structure – Pre-Matrix



- Operating in separate departments
- No cross training or knowledge of processes outside specialized areas
- Minimal communication
- “Pass the buck” mentality

Challenges



CHALLENGE 01
Fragmented
communication &
knowledge
retention



CHALLENGE 02
Inconsistent processes
& continuity of
operations



CHALLENGE 03
Longer cycle times
and reactive
service



CHALLENGE 04
Limited collaboration and
shared accountability

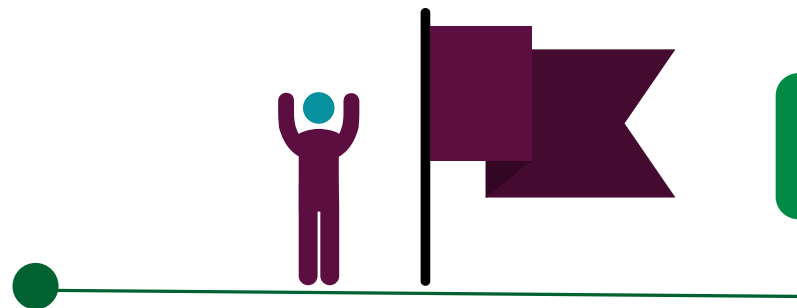


Impact: Inefficiencies, missed opportunities, and poor customer experience



Why Shift to a Matrix Design?

Breaking Down Silos:
Transforming HR service
Delivery with Matrix Teams



01

Build stronger partnerships

Understand and anticipate customer needs

02

03

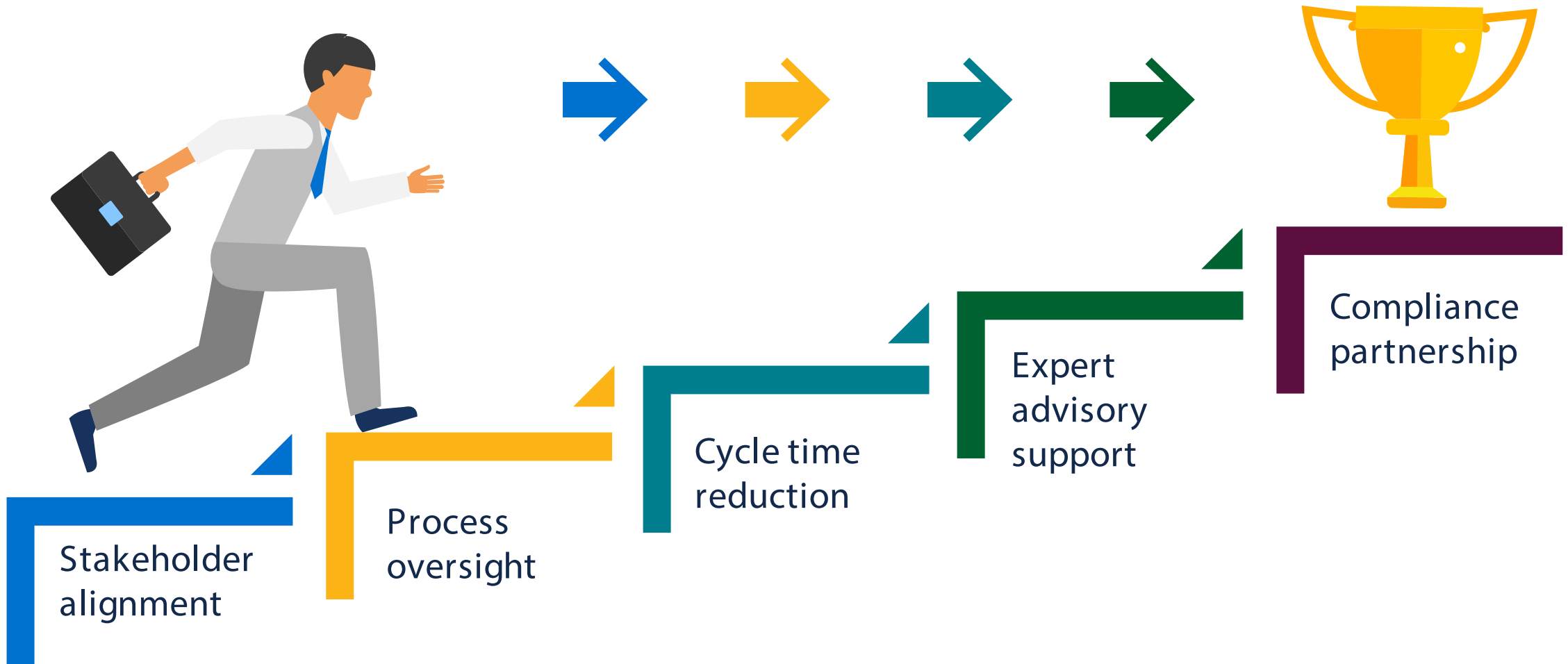
Improve service through collaboration

IHR Organizational Structure – Post-Matrix



- Operating as a team
- Direct, consistent communication
- Cross training
- Team mentality

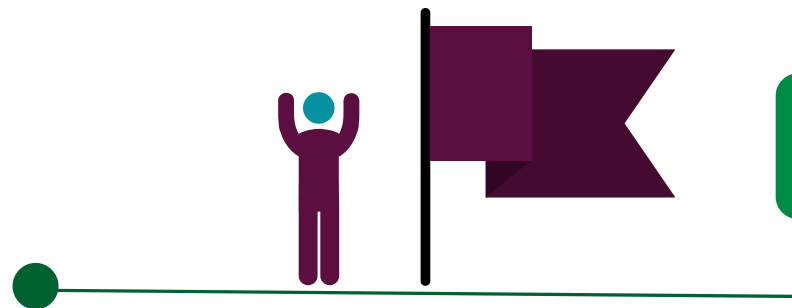
Strategic Pillars





How the Matrix Works: Core Focus Areas

The Matrix Team builds relationships, understands customer needs, and improves service delivery.



01 Service Optimization and Oversight

Communication and Collaboration **02**

03 Problem Solving

The Matrix: Service Optimization and Oversight



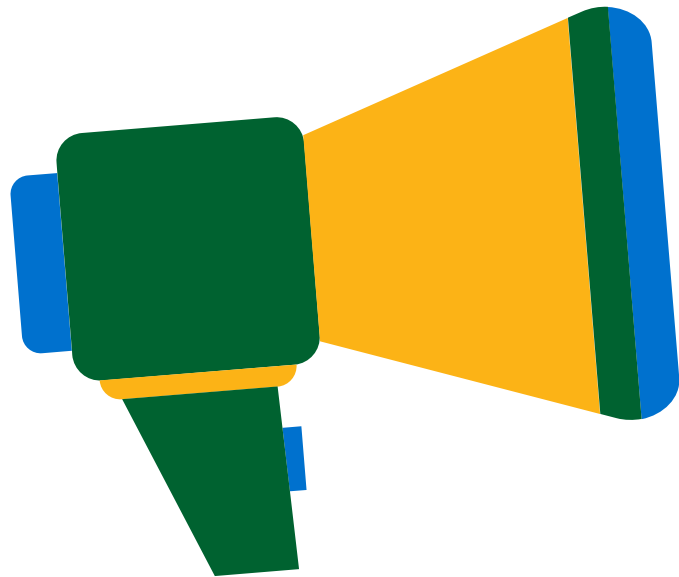
The Matrix: Communication and Collaboration



The Matrix: Problem Solving



Communicating the Vision & Building Buy-In



Clearly articulated the why

Acknowledged pain points and inefficiencies

Engaged stakeholders through listening sessions


Positioned the Matrix Teams as empowerment, not replacement

Created Centers of Expertise


Change Management in Action




Pilot group and phased rollout



Cross-functional training




Continuous feedback



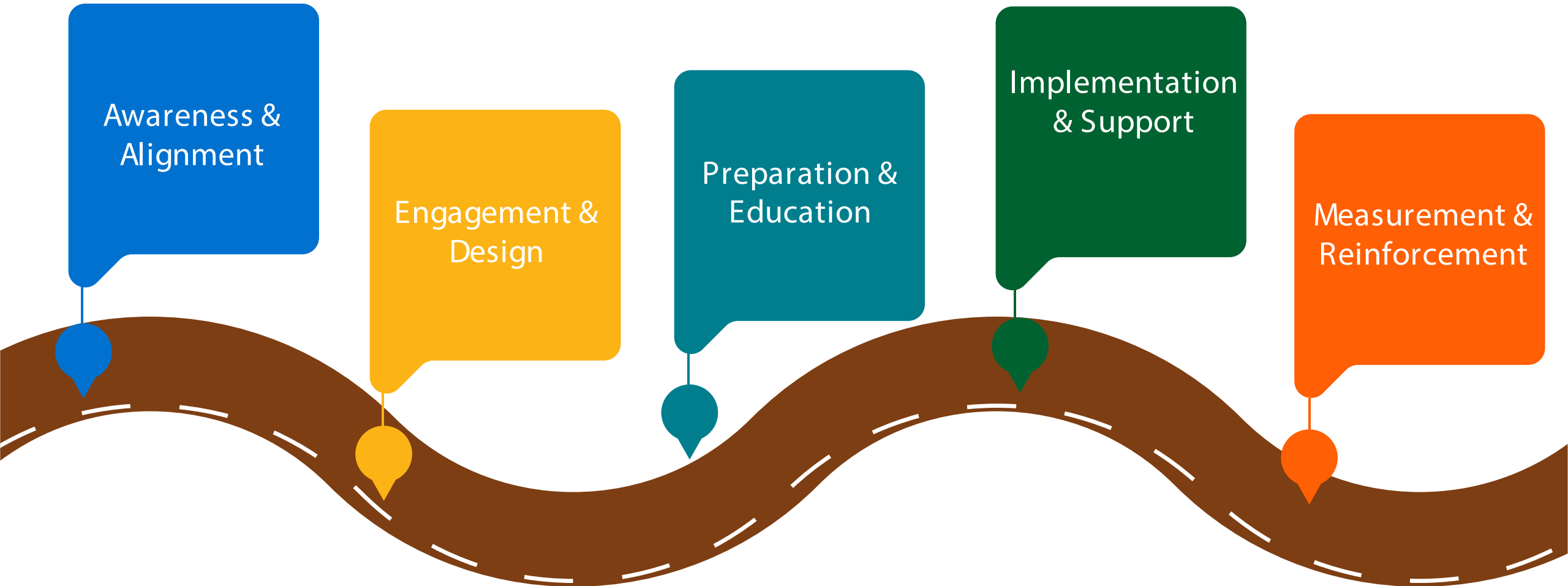
Celebrating early wins



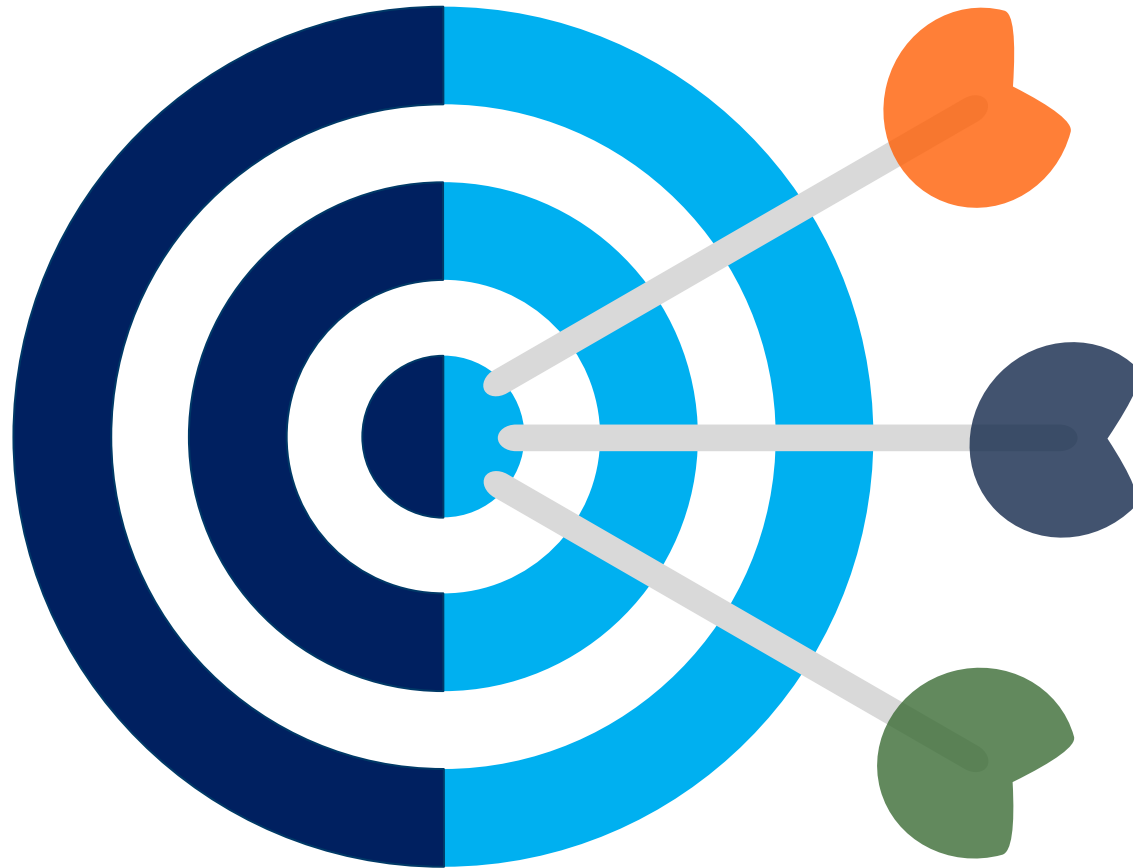
Clear roles and mapped processes



Change Management Roadmap



Post Matrix Benefits



Campus Customers

Faster hiring cycles, consistent, proactive HR support, clear expectations and communication

Our Culture

Cross-training and knowledge sharing, stronger partnerships, increased trust and transparency, improved team cohesion

Our Teams

Richer problem-solving, standardized processes and tools, stronger shared purpose and innovation mindset



Strategic Impact

Reduced cycle times

Higher customer satisfaction

Improved compliance and policy alignment



Increased engagement and retention

Increased knowledge sharing frequency

Enhanced strategic alignment

Challenges & Adjustments

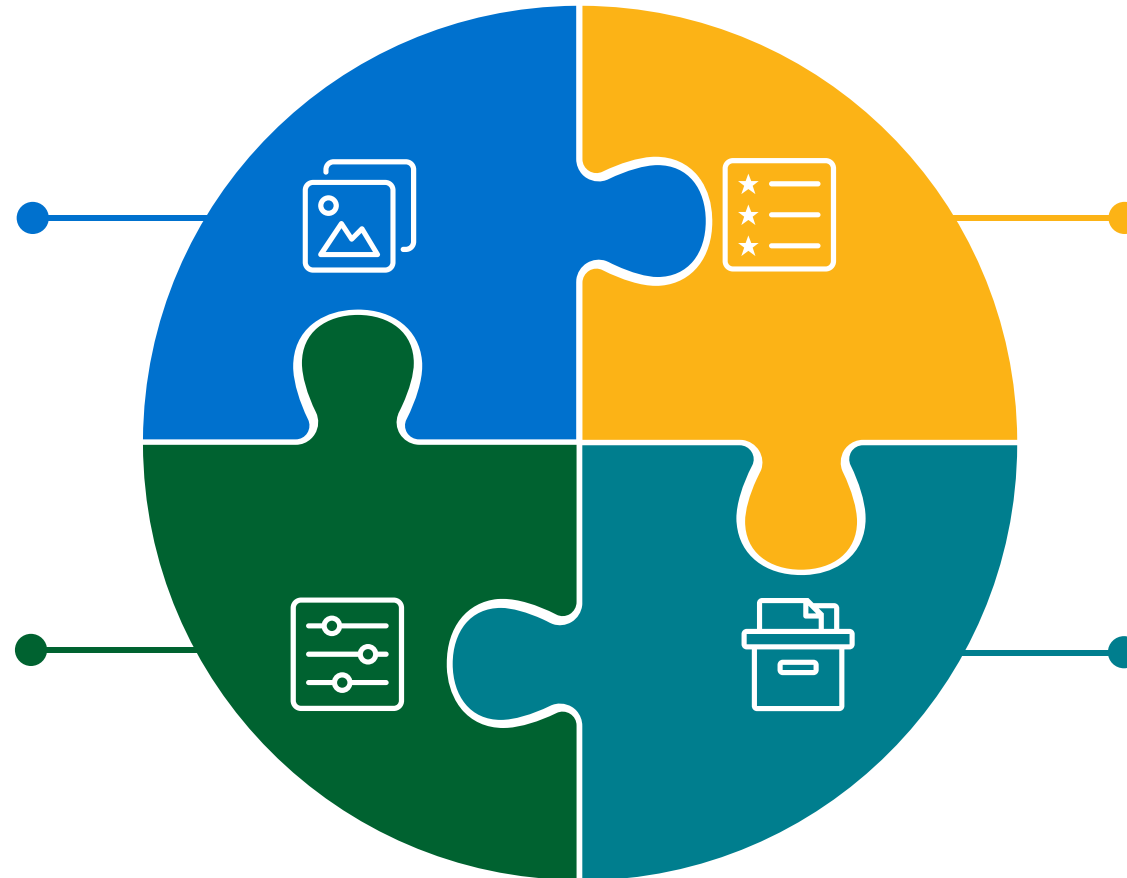


Training needs

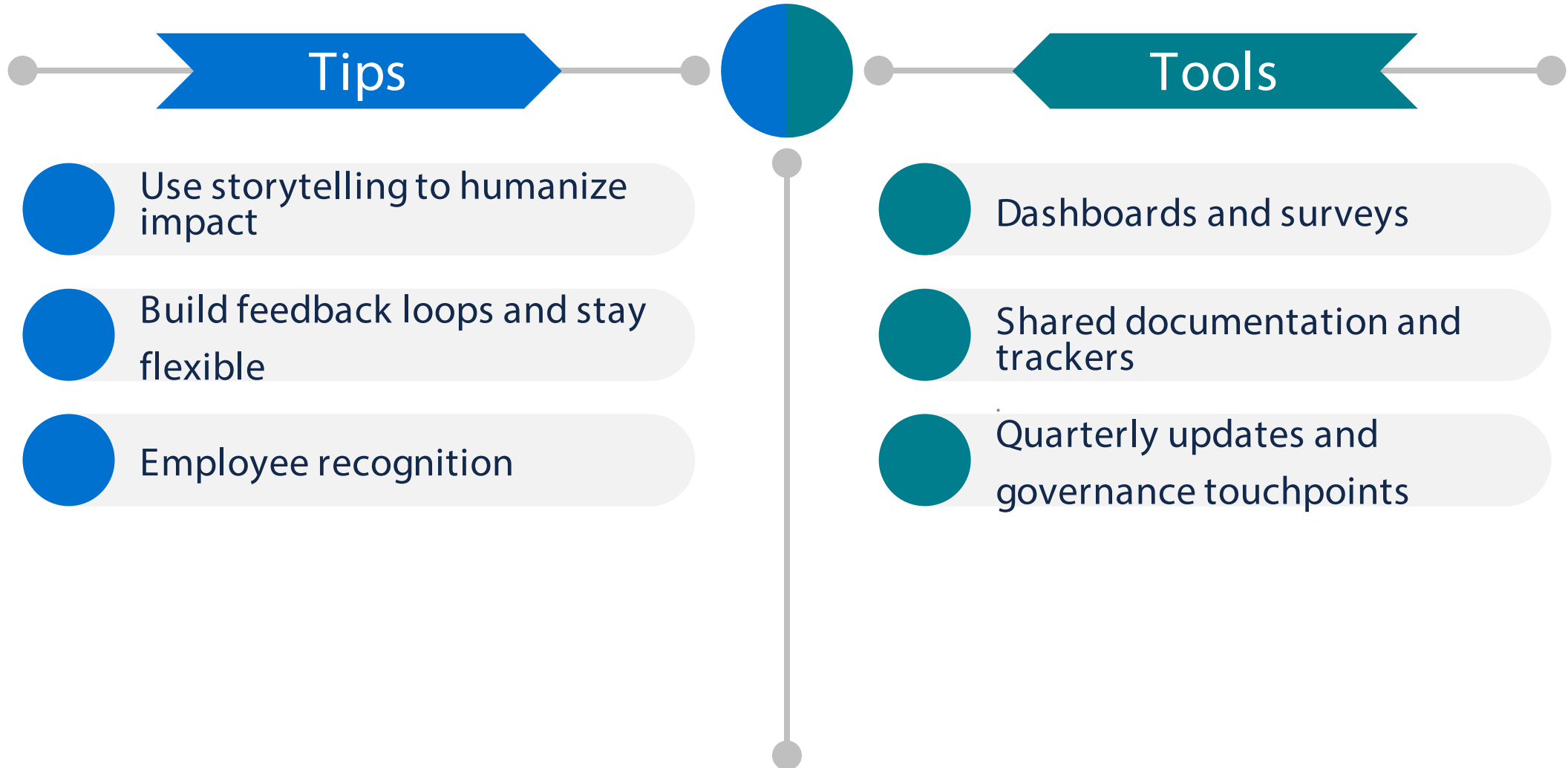
Change fatigue

Consistency

Knowledge gaps



Tips, Tools & Lessons Learned





Moving Forward

Where
we are

- Continue to meet regularly with Unit Head, HR Lead and Staff
- Provide input and feedback for optimum service and continuous improvement

Where
we are
going

- Use shared metrics to guide our direction
- Share progress and insights across campus
- Build on existing successes

Reflection & Discussion



- What questions do you have about the Matrix model?
- How could this approach support your operational areas?



**THANK
YOU!**

Illinois Human Resources
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