



LEARNING AND CAPABILITY DEVELOPMENT

People & Transformation

Business leaders, transformation offices, communications functions and HR teams partner with us to enable change.

Drawing on our decades of experience across industries and in every major geographic market, we assess current and future situations, analyze the stakeholder impacts, and use these inputs to develop successful transformation programs.

What we do

At FTI Consulting, we partner end-to-end with the clients to define what they want to achieve, analyze the challenges they face to understand cause and effect; and collaboratively design coherent, integrated solutions.

Whether helping clients to build a learning culture, support coaching or learning interventions or co-create, curate or develop content, we set development directly in the context of achieving organizational objectives and addressing real business and people challenges.

We work with clients to shape and deliver a learning eco-system that encourages curious and self-directed learning alongside essential training and/ or formal learning priorities.

Our approach is flexible: we customize content, resources and interventions, and choose the right delivery methods to best suit the audience and situation.

At the heart of our approach:



Ensuring that development is embedded in the culture and daily life of organizations, vibrantly, coherently and holistically.



Focusing every element on helping people and organizations achieve success, healthily, sustainably and practically (particularly in the shift towards hybrid, flexible working).



Deploying 'learning assets' most effectively—using technology, curating and building on what people have, facilitating learning through doing, and applying best practices in neuroscience to deliver success.

What people say...

Promotion to management roles has historically been a result of technical excellence. Our leaders and managers don't have the skills to engage the people they lead.

Managers across the business need help in bringing our vision, mission, values and strategy to life for the people in their teams.

Our managers are struggling to ask their people the right questions to show they care—and they just can't establish trust in a way makes the feedback they give impactful.

Exit interviews are showing that people joined the company because they were inspired by what we do and they're leaving because their managers are not focused on their development and wellbeing.

Our leaders are struggling to understand how to engage their people effectively in the shift to hybrid working.

We need to redesign how people learn to suit the digital and hybrid age in which we live.

Our functional teams aren't engaging their internal customers well.

Our areas of expertise



Organizational learning

Leading and managing change and disruption: From enabling leaders, managers and staff to articulate the business case for change and engage stakeholders to building the awareness, confidence and capability to navigate change journeys, we design and deliver learning to support change planning, people engagement and communications.

Building and embedding culture: Enabling values, purpose and ESG through people: We help people at all levels, leaders, teams and individuals, to adopt, exemplify and reflect the culture, values, policies and practices of the organization to which they belong.



Leadership learning

Leadership, management and team development: Against a backdrop of virtual and blended working, we help clients enhance leadership and management qualities, capabilities and skills. Focus ranges from bringing authenticity, integrity and inspiration to leadership and management style to building collaborative, teamwork capability and the skills to foster creativity, agility and employee experience.

Diversity, equity and inclusivity—and employee wellbeing: Leading organizations today must be on the front foot in ensuring emotional and physical health and resilience and in confronting prejudice, tackling bias and embedding the skills, knowledge and behaviors essential to driving diversity and inclusion transparently and sustainably.

Future leaders—developing high potentials: We help our clients maximize value at every stage of the high potential life cycle—to identify, develop, promote and retain the exceptional people who will help secure the future of the organization.



Personal learning

Personal impact and communication: We support clients in developing skills and qualities to shape individual performance, enhance careers and achieve and help learners reach their potential—often in environments of change. Interventions include developing presence and authority, building networks and achieving success through influence.

Career and personal development: We work with HR professionals and leaders to help their people plan and navigate their futures by accessing their strengths and aspirations, building self-awareness and developing the personal and professional behaviors essential to career progression.



Professional learning

Business partnering for HR, Communications and Support functions: We help HR, communications and other functions to apply business acumen and effective consulting skills in helping their internal clients, engage in decision making, build collaborative relationships and maximize the impact and effectiveness of the contribution they make.

Labor, employment law and employee relations: We work across jurisdictions to ensure consistent applied legal compliance—often critical in organizations tackling employment issues across different countries and states. We work extensively with leaders and managers dealing with unions and employee representatives, enabling them to represent their organizations' interests confidently and negotiate fairly and effectively.

Winning and retaining customers: Few organizations can afford to let their market-facing professionals define their market proposition and negotiate, build and sustain client and customer relationships—without highly focused learning and practice. We work directly with teams at all levels to align learning on the job with customized skills and knowledge.

Meet our people



Bobby Chatterjee is an award-winning trainer and facilitator—with experience across all levels of management, in key areas of leadership, personal and professional development.

She has worked extensively across a mix of industries, geographies and cultures, with an adaptable approach that is empowering and grounding.



Leslie Benson has spent 25 years helping clients with cultural and learning.

Based in London, he works with leaders, HR professionals and communications practitioners to help optimize and sustain people and business performance through periods of change.



Sabine Clappaert has deep experience is a certified team coach and trainer, with deep experience in culture assessment and transformation as an enabler for business.

Sabine has led culture change projects for global companies in the technology, automotive, financial services, life sciences and professional services sectors.

She is also a Barretts cultural transformation practitioner and Prosci® change facilitator.



Farina Casselmann is an expert for change management and change communications with a special focus on leadership enablement and culture change.

She has extensive expertise in helping clients strengthen their leadership culture, designing the right corporate culture they need to achieve their business targets and sustainably embed required behaviors in the organization. Her work spans the entire spectrum from culture assessment and gap analysis to design of the target culture, to activities embedding the target culture and driving performance.



Ilona Indra has 23+ years of experience in different functions and business manager roles across various industries.

Ilona is an experienced facilitator and an expert for change management, change communications and leadership enablement.

At FTI Consulting, she supports her clients in cultural change projects such as establishing a flexible working culture, designing a new learning culture and supporting a more agile working culture in the face of digital transformations.

EXPERTS WITH IMPACT™

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

For more information, visit www.fticonsulting.com and connect with us on Twitter (@FTIConsulting), Facebook and LinkedIn.

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