



CHANGE MANAGEMENT

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

We work with organizations to help them transition from a current to a new state, successfully and sustainably.

Change within organizations is continuous and accelerating. Whether you describe your initiative as transformation, performance improvement, restructuring or operational evolution, the change affects how your employees work to execute and deliver on your brand promise.

In a world where upwards of 75% of digital transformations fail to generate returns, leading and managing successful change begins with you: your organization's change management talent and expertise, and your ability to cultivate a compelling narrative to lead your people from awareness to advocacy.

Change is a process that requires planning, partnership and thoughtful execution. Invariably, it necessitates a behavioral shift on the part of every leader and employee, where every personal transition is different. Our goal is to move your stakeholders — whoever they may be — along each stage of the change journey to ensure they understand, articulate and advocate for your initiative in a way that supports and delivers on your strategy.

Our change process helps to channel the aspirations and abilities of your people, encouraging them to participate actively and achieve the commitment that leads to the adoption of new ways of working.

No matter your focus or industry, creating impact for your company requires cultivating employee confidence in leadership; communicating effectively with all stakeholders; securing employee understanding and buy-in; developing the “right” talent to support your transformation; and having the right organizational structure to move the needle where it's needed most.

Our Prosci®-trained consultants support you every step of the way, bringing experience and expertise to every transformation. Our globally recognized certification enables us to support your change with integrated methodologies and tools to assist delivery and execution, work closely with you to mitigate resistance and risk, communicate with authenticity and impact, and secure adoption for new ways of working.

We ensure that all stakeholders are aligned, resulting in meaningful and sustainable change.

We take a three-phased approach to designing and implementing successful change programs:



Assessment

Building a strong foundation for the change management strategy through data-based insights into organization, team and individual readiness for change.



Program Design

Crafting compelling messaging; aligning change sponsors and leaders; designing the right combination of communications, engagement and upskilling; leader enablement and learning and development — the right time to the right people.



Implementation and Measurement

Pragmatic execution of programming, including production of multimedia communications, workshop facilitation and training programs, to ensure that change sticks. Pulse surveys and other measurement approaches are used to track progress and impact.

The foundation of our work is effective and efficient project management, which we guarantee in all three phases. In complex projects we recommend “Change & Communications” being a separate PMO workstream to ensure close alignment with the project strategy, activities and developments.

What people say...

“How do I make sure that my senior leadership team is on board with our new transformation?”

“We’re implementing a new business model and need to make sure it’s a success with all our stakeholders.”

“Following a recent operational change, we need to rebuild our culture around a common unifying identity — can you help?”

“We need to make sure that after our transformation, our people know the new behaviors that will be expected of them in their daily tasks.”

“How do I identify and train for the new skills my people will need in the future?”

Common areas where we support clients include:



Designing, customizing and activating change methodologies to support process and business reengineering



Activating and sustaining changes to the workplace—hybrid working and “future of work” initiatives



Enabling implementation of cultural change



Planning and executing transformations



Enabling change sponsors, champions and leaders through effective learning programs and journeys



Identifying and mobilizing stakeholders to drive large programs and initiatives



Facilitating and supporting organizational design

Change Capability Development

Building the change management muscle within your organization to affect and embed meaningful transformation at critical junctures in your business journey.

Change Impact and Readiness Assessment

Assessing the readiness for, and impact of, change initiatives across your internal stakeholders; mapping key tactics, risk exposure and critical interventions to take your leaders, managers and employees on a journey from denial to acceptance.

Customer & Employee Change Journey

Developing a compelling change narrative to communicate your envisioned change journey to your clients, internal and external, with certainty, impact and authenticity.

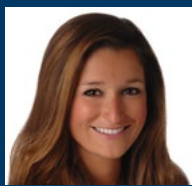
Leadership, Sponsorship and Networks

Creating communities of knowledge and practice within your organization to support the change journey; identifying effective ambassadors, early adopters and senior sponsors to visibly support and endorse transformational change.

Strategy and Governance

Designing a change strategy that meets your business and stakeholder needs, equipped with robust governance and oversight to ensure successful organizational transition.

Meet our people



Alexandra Priola partners with organizations to help them prepare for change, manage through the process and stabilize their position. Based in Chicago, she has worked extensively

on organizational and functional transformations, events and transactions as well as strategy changes, collaborating closely with her clients to help “connect the dots” for employees and drive business results.



Leslie Benson, Senior Managing Director, has spent 25 years helping clients with cultural and organizational change, M&A and restructuring human capital auditing, change planning and execution.

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.



Victoria Strachwitz, Senior Managing Director, is an expert in change management, leadership and organizational development. She has significant experience in transformations,

successfully supporting companies, their leaders and employees in their shift into new organizational structures, business models, processes and new ways of working.

Victoria has advised multiple global, large and mid-cap companies across various industries on high-profile transformations, operating at the intersection of communications, board office, strategy office, PMO and HR. Over the course of her career, she filled various interim PMO positions for change and communications.

In addition, Victoria has advised senior leaders in their visible and changing leadership role in transformations.



Farina Casselmann, Senior Director, is an expert for change management and communications as well as leadership enablement, and a certified Prosci® change manager.

She has profound experience in leading global, large-scale transformation projects for multinational companies, including organizational redesign, new strategy roll-out, restructurings, bottom-up employee involvement and engagement activities.

She works alongside project management or transformation offices and HR, as well as the communications team, to help companies guide their leaders and employees through this change — from preparation to the announcement and implementation phase.



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

She is an expert for change management and communications and for leadership enablement. At FTI Consulting, Ilona supports clients in developing a flexible work culture, enabling leaders to lead hybrid teams and employees to work productively in hybrid team constellations.



Carolin Dietz, Senior Director, is an expert for change management and communications and a certified Prosci® change practitioner.

Carolin has worked with organizations of different sizes and from various industries to support their leaders and employees in successfully navigating large-scale transformations.

She is experienced in working with multinational, matrixed organizations and in close collaboration with project management offices and workstreams.

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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