



# CRISIS AND DISRUPTION

## 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 alongside leaders in organizations to help them navigate and survive in periods of crisis and disruption, protecting business continuity and managing multiple stakeholders demands. We also support accelerating recovery and helping the business thrive post-crisis, ensuring that learnings are captured and future resilience is secured.

Crises and disruptions to the normal course of business come in many forms. All require immediate attention to preserve business continuity and stakeholder confidence. Our people-focused consultants work alongside our external crisis communications experts to ensure aligned communications through all stages of incident preparedness, support and follow-up. We recognize that effective incident management spans preparation, active management and remediation — and we know that proactively supporting the people side of crises makes businesses more resilient in the long run.

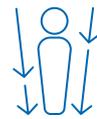
## Situations in which we help clients include:



**Governance and compliance issues**



**Regulatory violations**



**Leadership misconduct**



**Labor relations escalations**



**Onsite safety incidents**



**Natural disasters**



**Public health crises**



**Cybersecurity breaches**



**Supply chain and product safety issues**

We work across all phases of a crisis or disruptive event: pre-crisis, acute crisis, ongoing disruption and crisis resolution. Depending on where we enter the cycle, we help to:

- Prevent crises by addressing gaps in culture, behaviors and engagement
- Shorten the acute crisis stage by identifying employee impacts, implementing actions and clear direction, and crafting messaging to promote stability
- Enable leaders and managers to communicate effectively
- Ensure buy-in and capability around critical working practices and processes
- Expedite recovery by managing change during the implementation of necessary adjustments to policies and operating procedures

Our services include cultural risk assessments and culture evolution plans; employee engagement programs; crisis scenario planning and simulations; real-time, hands-on crisis communications support; learning and development programs; and change communications.

## What people say...

*“We’ve just recovered from a crisis — now, we need to rebuild our culture and communicate our behavioral expectations across our workforce to make sure this doesn’t happen again.”*

*“I fear we have blind-spots in our company culture that are exposing us to regulatory risks. Can you help identify and combat these gaps?”*

*“My people don’t understand how to respond effectively in a crisis — how can I upskill them to prepare and react with maximum impact?”*

*“How can I measure the level of crisis preparedness across our employee workforce?”*

# Meet our people



**Lucy Phillips** has 20+ years of communications and change management experience in public and private companies ranging from start-ups to the Fortune 10. She is a leader in FTI Consulting's People & Transformation practice in London and is Prosci® certified in change management.

Her experience has spanned international change management mandates, strategy development and roll-out, crisis and M&A, and includes supporting the Microsoft/ Nokia transaction, in which she led the communications integration workstream for the Nokia business transferring into Microsoft.



**Bobby Chatterjee** has 20 years of experience as an HR professional and change management consultant. She offers extensive cross-industry knowledge and experience from a wide range of national and global organizations.

Bobby has worked in the United States and in 30+ countries in Europe, the Middle East, Africa, Asia and Asia Pacific. In her consulting roles, she trains HR and leadership personnel to manage employee relations and crises and operates as a strategic counsel to government agencies and private companies on critical decisions.



**Farina Casselmann**, Senior Director, is an expert for change management and communications. She has extensive experience in advising clients strategically and tactically in critical situations that have high potential for business disruptions.

She partners with her clients to define the right strategy, manage complex stakeholder set-ups, and develop targeted communications for all internal and external audiences.

Farina's previous work includes support during product crises, supply chain issues and sourcing disputes, and she has helped clients retain customers and minimize the business impact.

## 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](http://www.fticonsulting.com) and connect with us on Twitter (@FTIConsulting), Facebook and LinkedIn.

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