



PERFORMANCE IMPROVEMENT

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 help business units, functions and geographies with the workforce aspects of improvement projects—from customer and sales optimization initiatives to operational, technological or talent and skills changes.

A company's business performance is strongly determined by its people. We provide comprehensive, strategic communications and change management services for people and performance improvement. As our clients seek to unlock profitability by improving operational effectiveness and optimizing costs, we support organizations at every level –individual, team and organizational performance:



Organizational Effectiveness and Efficiency

Working with a client's leadership team and other key partners, we use targeted communications and change management to clarify, accelerate and embed necessary changes in your organization through small step changes or larger transformational approaches.

We work together with key partners to identify key performance drivers, organizational behaviors or necessary process and infrastructure changes to achieve higher output and effectiveness.

We align the organization around a shared purpose and narrative focused on achieving success for the business, and we engage stakeholders over time to build continued trust and loyalty among employees, customers, investors and media.



Business Unit Optimization

Companies look to revitalize struggling or optimize growing business units, but long-term changes are only possible by communicating consistently and interactively across multiple channels, creating lasting cultural and behavioral changes and building ownership, engagement and capability among employees. This must be specific to the respective unit and address concrete levers for performance enhancement.

We have supported projects including workforce enablement, supply chain optimization, SG&A optimization, shared services coordination, organization design and inventory management.



Leadership and Individual Development

When an organization embarks on a journey to improve performance, it is critical to align leaders, managers and change advocates or champions to build commitment and drive performance.

We partner with organizations to enhance people performance, from the C-suite and senior leaders to individuals and teams, through training and coaching, engagement activities, and regular dialog and exchange.

In our work with leaders, we enable them to lead effectively as individuals and as a team to influence, drive change and communicate in a way that is inspiring and engaging for all stakeholders.



What people say...

“Different functions are working in silos and not partnering effectively. We need to unify our people culture to improve performance.”

“We have not realized post-M&A synergies — how can we accelerate value in our daily relationships?”

“Our leaders are not prepared to lead the change we need, particularly as we transition to new ways of working.”

“We want to prepare our new CEO and executive leaders to quickly build credibility, commitment and connectivity.”

“Our managers are not having the kinds of performance conversations we need — how might we upskill them to meet this need?”

Meet our people



Camilla Westlake is an experienced change management and performance improvement consultant accredited in Prosci® change management.

Camilla brings almost 10 years of

broad experience in this field across a variety of sectors, particularly manufacturing, mining, pharma and tech.

She has led complex, global briefs for international organizations, coordinating large teams to manage change, enhance performance, and enable people and organizations to make performance, leadership and behavioral transitions.



Victoria Strachwitz, Senior Managing Director, is an expert in change management, leadership and organizational development.

Victoria advises and supports clients to

understand and utilize their key levers to drive organizational effectiveness and people performance.

She helps facilitate and identify key performance drivers, change critical organizational behaviors and necessary process and infrastructure to achieve higher output and effectiveness, both for teams and individuals. Together with her team, she supports the roll-out of identified measures through change management interventions, communications and HR activities.



Ilona Indra, Senior Director, has 23+ years of experience in different functions and business manager roles across various industries. In her role as EMEA Marketing Head for the automotive business of

Henkel Adhesive Technologies, one of the change initiatives she co-developed globally and implemented in Europe was the improvement of cross-regional cooperation within Marketing as well as the cross-functional cooperation with Sales. Her objective was to optimize budget consumption and resources on a global scale to achieve higher marketing impact for the business with given resources. Ilona is an expert for cross-functional collaboration and project management, change management, change communications and leadership enablement.



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

She has advised various multinational companies in situations where organizational performance and change were critical for the business. She partners with her clients to define the right levers and develop plans to improve their organizational effectiveness and efficiency, introduce a cost-conscious mindset and enable leadership to drive overall performance improvement programs.



Carolin Dietz, Senior Director, is an expert for change management and change 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 implementing performance improvement programs. She is experienced in working with multinational, matrixed organizations and in close collaboration with project management offices and workstreams.



Claire Bennett is a passionate problem-solver who has worked across industries to provide internal communications, change management and culture counsel during high-profile, multifaceted organizational change initiatives.

She focuses on distilling complex situations and producing clear, engaging communications to inform and move audiences.

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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