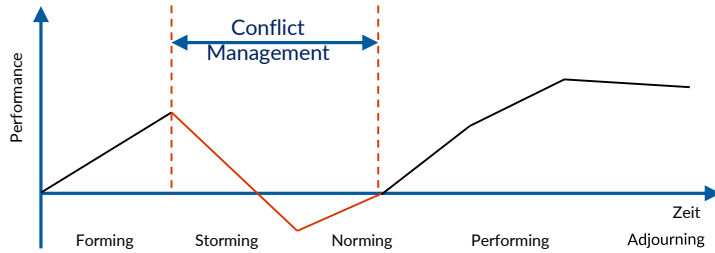


MASTERING THE CHANGE PROCESS TOGETHER

Our understanding of change management - using proven approaches - managing change.

Change process



Unfreeze

- _ Clarifying the initial situation
- _ Necessity Working out
- _ Define vision

Change

- _ design measures
- _ implementation
- _ testing

Freeze

- _ Rollout and institutionalisation of the tried and tested measures

Controlling the change process



Understanding the impact of change

e.g: Change impact analysis, stakeholder analysis



Drafting the measures

e.g: Change management plan, change story



Making change tangible and understandable

e.g: Change organization, communication mix



Monitoring and adaptation of measures

e.g. pulse controls Pulse controls, Lessons Learned Workshops

