

*Temporary  
co-driver*

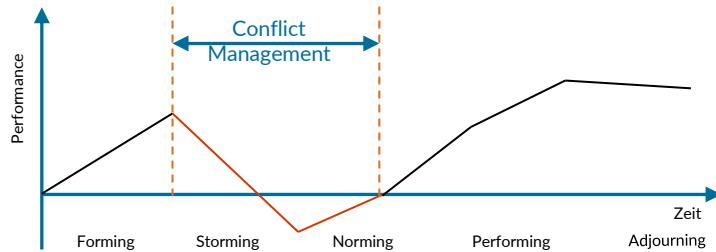
Change Management @4C

4C GROUP AG

# 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

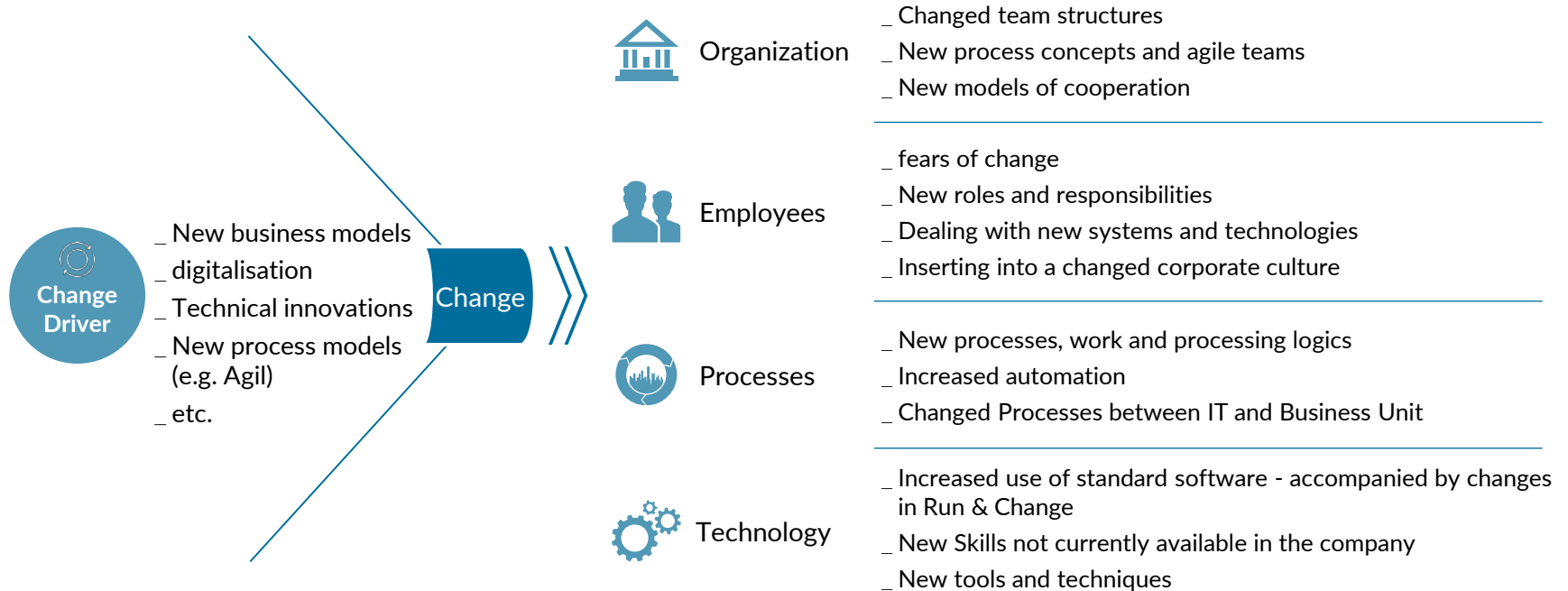
e.g. pulse controls Pulse controls, Lessons Learned Workshops



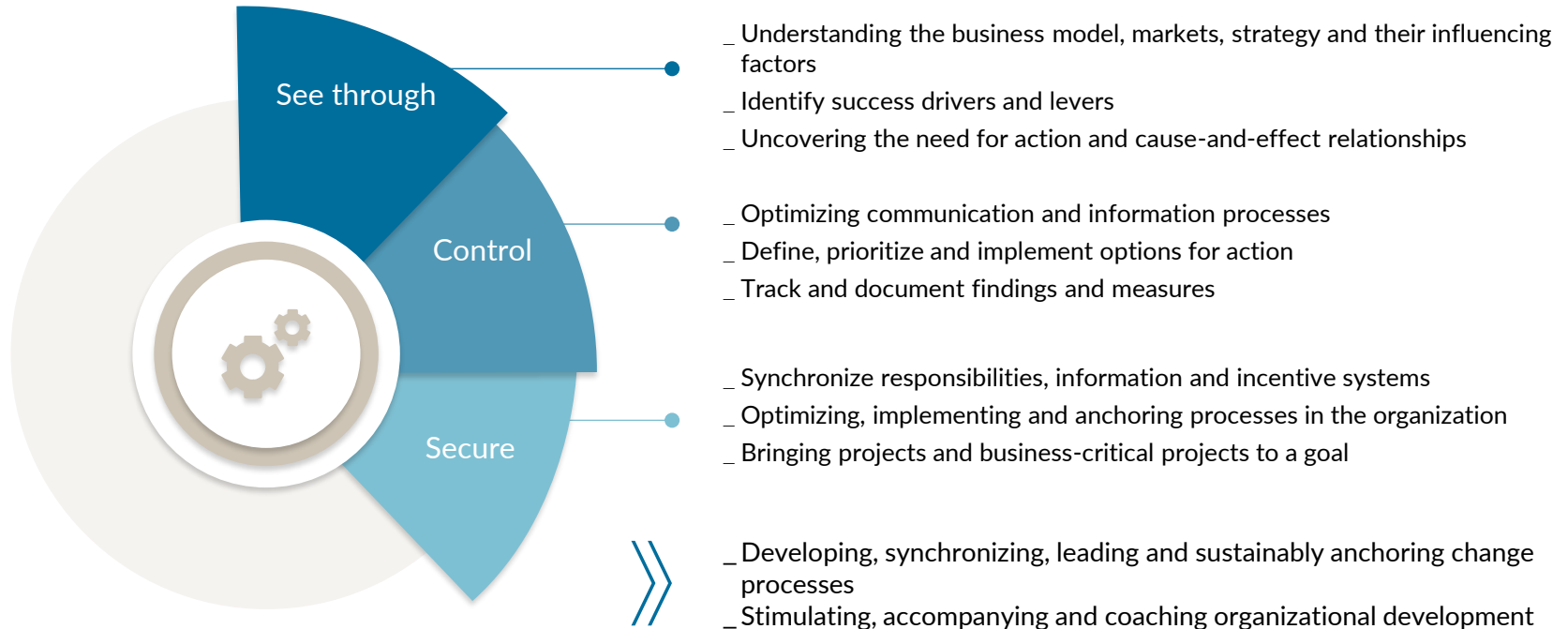


# Changes

## Different triggers lead to changes in different dimensions



### Step by step to a sustainable change in the company.



## Transporting the right messages

Understand the different stakeholders and communicate the message of change with selected measures.

### Project

- \_ "Finite new technology!"
- \_ "We rely on standard software!"
- \_ "XYZ is exactly the right solution for us"
- \_ "Automatic processes and guided processing make processing child's play!"
- \_ "The new is much better than the old".



### Department / User

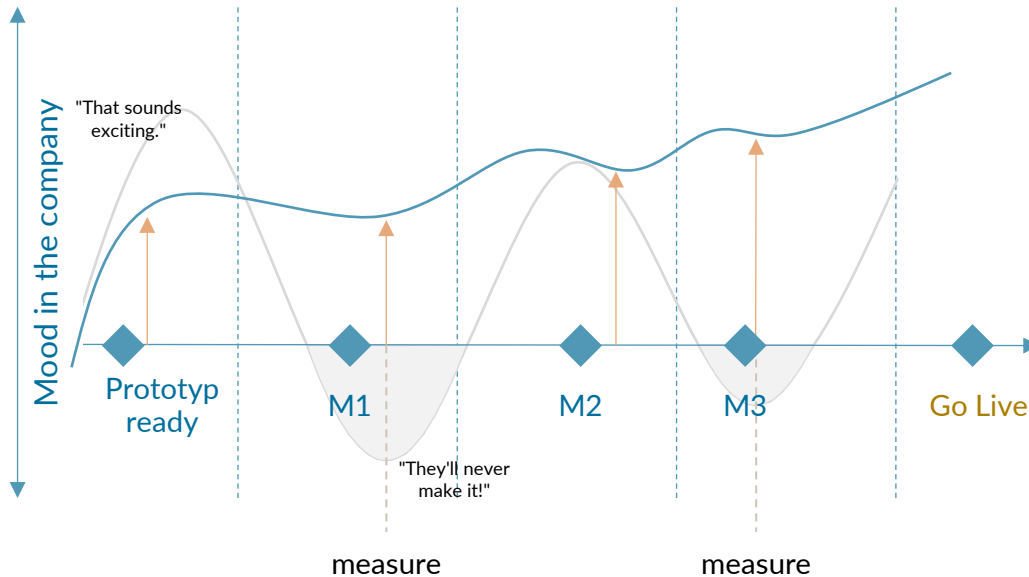
- \_ "Everything used to be better"
- \_ "There are a lot of functions missing."
- \_ "The system is totally awkward."
- \_ "Will I be able to find my way around the new system?"
- \_ "Will I be able to do my job?"
- \_ "How will that happen when System X is replaced?"

Translations and transformation of views and expectations

- \_ Early elaboration of target images from the user's perspective and comparison with the actual situation and expectations of the user
- \_ Close cooperation with the Change Management Team in order to identify the effects of change in the individual areas at an early stage.
- \_ Identification of the areas with change and the areas where the status quo is maintained

Keep long-term employee enthusiasm high

Management of the measures in close coordination with the project milestones.



### Counteracting with continuous measures

- \_ The suspense of the affected employees must be constantly maintained. With targeted measures over the entire duration of the project, we ensure that the atmosphere and tension are kept high until the go-live.
- \_ Our planning takes the project milestones into account and thus ensures that employees have the right expectations and ideas for each phase. Measures are based on the milestones.

Your contact at 4C GROUP

We are always at your disposal for in-depth discussions.



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