

# Change Management

## Work anywhere, together

Having to respond to what could be the fastest social change in modern times, companies worldwide enabled remote workforces nearly overnight. As organizations now reimagine new ways of working beyond the COVID-19 pandemic, there's a profound opportunity to take the friction out of reaching the customer and fulfilling the employee experience. Is your company ready to change?



The shift towards working anywhere has set the stage for improved productivity, reduced turnover, better access to diverse talent and lower costs – made possible by encouraging and enabling the organization's digital transformation. But change isn't straight forward.

In times of uncertainty, a dynamic and holistic change management approach eases the impact on the organization, people and operations. Change management helps organizations build resilience, boost employees' well-being, and adapt to the unpredictable circumstances surrounding them.



## Your challenges

To move from today's reality to tomorrow's opportunity and enable a thriving virtual work environment, organizations face the following challenges:

### → Employee safety

is vital as organizations must ensure a safe workspace, create awareness about the organization's safety precautions and keep employees informed.

### → Employee wellbeing

is crucial in times of uncertainty. It's essential that employees feel a sense of security in their position.

### → Business agility

is key to driving change forward.

### → Business continuity

ensures future business success. Successfully implementing new ways of working in a demanding and challenging market while employees work remotely requires continuity.

### → Operational agility

and transforming operations adequately to meet new market requirements in the future.



# How KPMG can help you

We help you smoothly transition into new ways of working in a structured way so that the organization, people and operations are ready, equipped and open for change. Our holistic change management approach provides a path to enable sustainable, permanent and successful virtual work to support workforce and growth objectives:

## **Make it clear.**

Align leaders around strategic aims, ambitions and the scope of change to achieve consensus and commitment. Communicate the change vision and case for change.

## **Make it known.**

Provide clarity on benefits, scope, impact and plan of approach as well as the proposed path to successfully implementing new ways of working.

## **Make it real.**

Bring the vision into reality for people, define what it means for them and how to make it fit.

## **Make it happen.**

Move the organization towards the end state and equip people to work in new ways.

## **Make it stick.**

Ensure there is capability in the organization to embed and sustain the new ways of working.

## Your benefits

- **Awareness** of the need for change
- **Desire** to participate and support the change
- **Knowledge** on how to change
- **Ability** to implement required skills and behaviors
- **Reinforcement** to sustain the change



### Contact

#### **KPMG AG**

Räffelstrasse 28  
PO Box  
8036 Zurich

#### **Nicole Bazzanella**

Manager  
Change Management

+41 58 249 41 37  
nbazzanella@kpmg.com

#### **Caroline Lebrecht**

Senior Consultant  
ERP Solutions

+41 58 249 74 81  
clebrecht@kpmg.com

**kpmg.ch**

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