



**jeitosa** — [zhay-taw-za] (Brazilian Portuguese) adj. agile, skillful, adroit, clever, innovative, solution-oriented



Brazil



Singapore



Finland

## Integrated, Holistic, Flexible, and “Glocal” Change Management Approach

### Why Jeitosa?

- Experienced, hands-on HCM and change management experts
- Multiple levels and types of services from Guided (“you do it, we show you how”) to Supported (“we do it together”) to Managed (“you tell us what, we do it”)
- Proactive knowledge transfer to your team, grounded in solid industry expertise and based on leading business practices
- Comprehensive methodology comprising five stages across four functional areas

### Five Stages of CTM

#### STAGE 1: DISCOVER

- Understand the business needs, issues and opportunities and develop a strategy and a go-forward plan

#### STAGE 2: EXCITE

- Generate interest and build enthusiasm for the new initiative

#### STAGE 3: DEVELOP

- Identify, design, and develop the methods, tools, and metrics to support the process

#### STAGE 4: TRANSITION

- Execute roll-out strategy in parallel with production systems cutover

#### STAGE 5: MATURE

- Manage the ongoing acceptance, increased adoption, and continuous improvement of the new system/process

## Change and Transition Management (CTM)

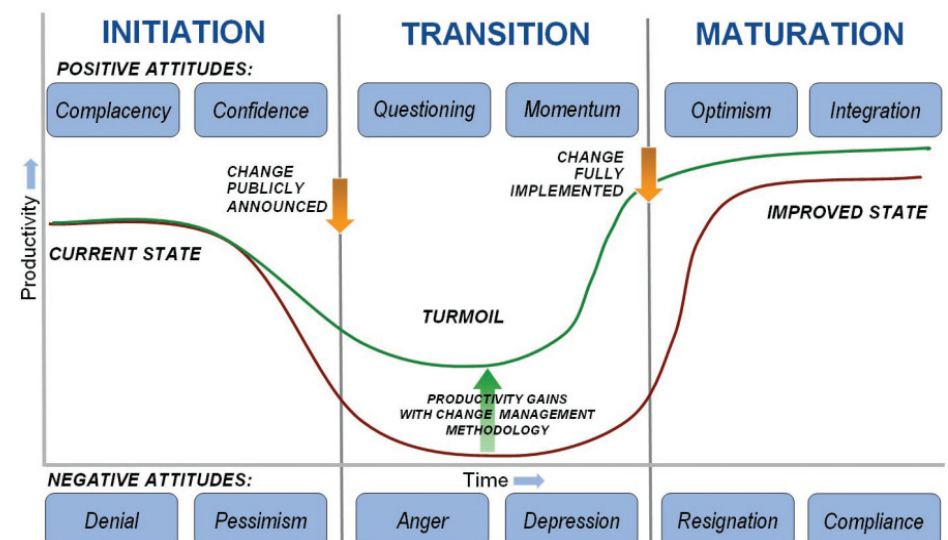
- Assess the readiness of your organization for change and build commitment and motivation
- Develop a comprehensive strategy and plan to effectively manage the transition process
- Manage the change process to ensure alignment of people, processes, and technology

### HOLISTIC, INTEGRATED APPROACH EVERY STEP OF THE WAY

In today’s business environment of “permanent white water,” every organization is always experiencing change. 82% of CEOs in a recent Conference Board survey identified change management as a priority and all expected the need for change management expertise to increase in the coming years. While we usually take small scale changes in stride, most organizations do not have the skills in-house to manage large scale change efforts. Dealing with the people, process, organizational and technology changes that inherently occur in typical change efforts requires special expertise and experience if the organization is to succeed with the minimum possible disruption. Significant planning, executive sponsorship, and a solid methodology are all pre-requisites. However, those elements alone are not enough to assure success without proven processes and programs to help those affected understand, accept, and assimilate the change and move beyond the barriers to a new and improved state of performance.

## The Human Process of Change

As a result of change in their environment, people inevitably move through a predictable set of emotions, which causes a dip in productivity at the critical time in the project when gains in productivity are most needed. Jeitosa provides tools designed to reinforce the positive attitudes and behaviors and minimize the negative ones.



## Our People

### Knowledgeable, Collaborative, Committed

...transnational network of over 50 consultants across more than 20 countries, averaging 15 years of experience in human resources, financials, and information technology solutions, including:

#### KAREN BEAMAN

CEO / Founder / Global Strategic Advisor



...widely recognized as a global HR industry guru and business leader, Karen has built and led many global teams for Fortune 500 companies. She is Editor-in-Chief of the IHRIM Journal and has published four books. In 2002, she was honored with IHRIM's Summit Award for her lifetime achievements in the field of HR systems. She is fluent in English, German, French, and Portuguese.

#### FREDDYE SILVERMAN

Vice President, US Eastern Region / Strategic Advisor



...former Vice President at Cendant Corporation with responsibility for strategic planning and oversight of all global HR systems; designed and oversaw the development of a large multi-purpose HR Service Center; managed the implementation of several large scale HCMs; created effective business cases; led multiple successful business process reengineering efforts and change management programs.

#### MIKE KENT

Senior Global Advisor



...a senior executive with extensive global experience in the high tech, service and manufacturing industries, Mike leads teams in transformations, process improvement, project management, outsourcing, and M&A integration. Mike holds an MBA from Columbia University and a BA from Yale. He is fluent in French, German and Portuguese.

#### CHRISTIAN ADLUNG

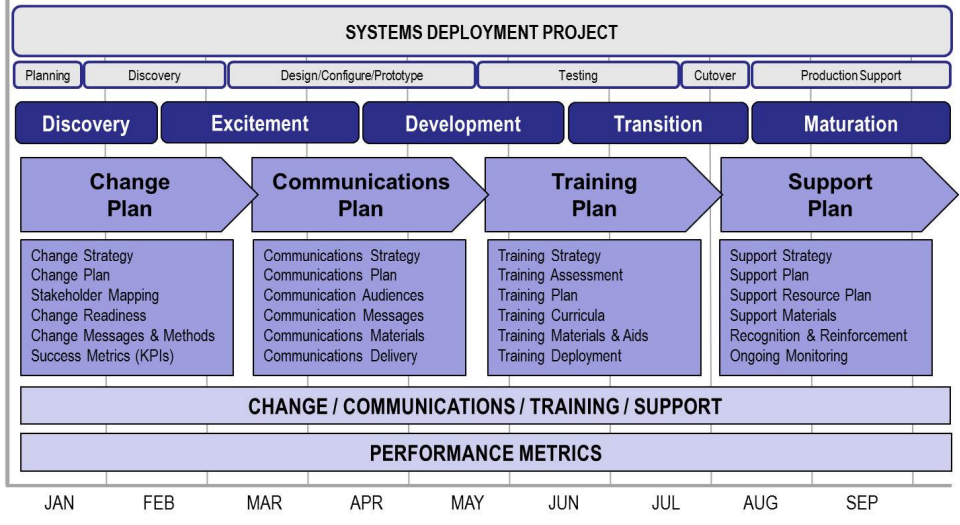
Vice President, EMEA / Global Strategic Advisor



...senior global executive and consultant with more than 20 years of experience in information technology, development and project leadership of large, complex and varied payroll and HCM systems, specifically in the global and European business environments. He holds a degree in Computer Science from the University of Bremen and is fluent in English, German, and Portuguese.

## Our Experience – Your Advantage

Jeitosa's Change and Transition Management (CTM) methodology covers four areas critical to every new project initiative: change, communications, training, and support. Our CTM process runs concurrently with your systems deployment project, ensuring a holistic and consistent approach from the very beginning through post-production support.



### WHY WE'RE DIFFERENT

*Experts: Research-based knowledge, best practice sharing, and real-world experience*  
*Agile: Innovative and flexible solutions to address modern, complex business problems*  
*Global: Transnational approach, meeting local needs, bringing global results*  
*Mentors: Knowledge transfer to make you stronger and better than when you started*

### OUR COMMITMENT

...strengthening your capabilities, leaving you more aligned, more aware, more effective

## Jeitosa's Strategic Global Enterprise Model (GEM) Issue-Focused, Strategically-Aligned, Goal-Oriented



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### CONTACT US

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