

CASE STUDY ERGO INSURANCE GROUP

ERGO Change qualification program – dealing with change

WHY

The Change Management team as an organizational unit at ERGO, sees itself as a change enabler. The team promotes, supports and implements changes in the company. Change is one of the permanent tasks of a company. It's a survival strategy for organizations and people. With this in mind, in 2012 a new format was developed and included in the team's portfolio, through which ERGO employees could be qualified for dealing with changes.

HOW

The open format aims to tackle people's fears and reservations about changes. The aim is to enable employees themselves to take the lead in dealing with change effectively and to develop personal change skills.

WHAT

In the three-stage training program, employees are given a set of tools, which enable them to become a successful at dealing with changes. The skills learned in training will be

IN NUMBERS

More than
500
participants since 2012

1,4
average participant satisfaction
with the program

42,2%
increase in consolidated net
income in 2014 vs. the previous
year

tested in a personal context using concrete, practical
examples and taken to a deeper level in individual coaching.

WHAT CUSTOMERS SAY

Dagmar Brück (Change and Diversity
Management Manager at the ERGO
Insurance Group)

"SYNK gave us a helping hand by accompanying us as a Change Team in the development of our understanding of ourselves, in the fine-tuning of different roles and also in the development of our portfolio. Their approach was very authentic, very close to the team, and we have all benefited greatly from it. The other aspect is having the SYNK team as colleagues, because we brought a part of our portfolio into implementation with SYNK. My experience is that my colleagues have been extremely professional, very

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