



► **CHRISTIANE RICHTER**
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► EXPERIENCE AND SKILLS

- More than 30 years of international experience in
 - Project and Change Management
 - IT and Organisational Consultancy
 - Training and Business CoachingIn more than 30 companies of different industrial sectors and size and in financial sector

- 25 years of leadership experience as
 - Director Integration and Change at one of the worldwide leading IT service providers
 - Managing Director of a ERP sales and consulting firm
 - IT Director Europe at a European medium-sized building supplier
 - Department Head of product management at a German software company

- Psychologist (Diploma), Assistant Professor, certified Project Manager (PMP), ITIL Practitioner, Organisational Consultant of Gestaltpsychology, Management Coach and Mentor

► WORK EXPERIENCE

Since July 2013 until today	Shareholder and Managing Director Conversio Change Management UG, Köln
January 2009 to June 2013	Director Integration & Change Atos Information Technology GmbH, Düsseldorf
September 2002 to December 2008	IT Director Europe Tremco illbruck International GmbH, Köln
May 1998 to September 2002	Managing Director RIKOM Software & Consulting GmbH, Hamburg
January 1997 to March 1998	Department Head Product Management PSIpenta GmbH, Berlin
April 1988 to December 1996	ERP Consultant and Project Manager PSI GmbH, Berlin
November 1984 to March 1988	ERP Consultant and Project Manager Zenit GmbH, Mülheim a. d. Ruhr

► EDUCATION/ UNIVERSITY

September 1984	Diploma in Psychology (Grade: „sehr gut“)
Winter Semester 1979/80 to Summer Semester 1984	Studies of Psychology, Heinrich-Heine University, Dusseldorf and Ruhr-Universität, Bochum

► ADVANCED TRAININGS

February 2018	Training and Certification as MITO-Expert at Professor Binner Akademie, Hannover
October 2016 to July 2017	„Schulfach Glück“ - Training course at Fritz-Schubert-Institut für Persönlichkeitsentwicklung, Heidelberg
April 2015	Introduction to Frank Farrelly's provocative therapy, Dr.E.Höfner, Munich
October 2014	ITIL v.3 Certificate, APMG/ Maxpert, Cologne
September 2014	Toolbox Empathy – Advanced Training Conflict Management by M.Rosenberg, Al Weckert, Berlin
February 2014	Nonviolent Communication by M.Rosenberg - Introduction Andreas Basu, München
January 2009	Project Management Professional (PMP), PMI certificate
June 2004 to May 2006	Training Course „ Organizational Consultancy“ based on „Gestaltpsychologie“ IGG, Berlin

► LANGUAGE SKILLS

English	fluent
French	basic skills

► ENGAGEMENTS AS MANAGING DIRECTOR OF CONVERSIO (2013 TILL TODAY)

ASSISTANT PROFESSOR

Since July 2013 until today

Assistant Professor
Hochschule Fresenius – University of Applied Science, Cologne and Dusseldorf
Lecturing: Business Psychology Fundamentals, Business Organization and Change Management, Behavioural Finance and Controlling
Conceptual Design of Behavioural Finance and Controlling Lecture

TRAINER

Conceptual Design and Execution of the following Training Courses:

February to November 2018

Organisational Development and Change Management - IHK certified Training Course

Training of the following modules:

- Change Management und Communication Basics
- Change Lifecycle from Scoping to the Lessons Learned
- Architecture and Design of Change Processes – Models of Lewin, Kotter, Königswieser et.al.
- Business Strategy: From the current business model to vision, mission, strategy and strategic projects

May 2015, January 2016 and March 2016

Our Iceberg is melting – Leadership in constantly changing Times

Change management and communication seminar for mentors and mentees of the Northrhine-Westfalian Mentoring Program „Kompetenz im Management“(KIM)

March 2014

Professional Disputes as a Chance for Win-Win-Situations

Introduction to nonviolent communication for mentees of the Xmentoring program Ostwestfalen-Lippe

As part of the projects described below numerous additional trainings have been designed and executed.

► PROJECT REFERENCES (EXTRACT)

May 2018 to March 2019	<p>Draft, implementation and support of the worldwide rollout of a uniform project management methodology in the area of business services with a globally active pharmaceutical manufacturer</p>
October 2017 to April 2018	<p>Evaluation of an organisational unit's organisational and cultural need for integration regarding digitisation with a leading automobile manufacturer</p> <p>The evaluation was successfully completed with concept proposal for the organisational unit's organisational development. The group decided to carry out the proposal by itself.</p>
August 2016 to January 2018	<p>Lead of a comprehensive reorganisation with a public corporation</p> <p>The reorganisation concerned the organisation's division of production with approximately 500 employees and targeted the strengthening of the organisation's flexibility and efficiency. The task comprised both the project lead as well as the necessary change management activity's draft and implementation. The project was completed successfully, even economically.</p>
June 2017 until today	<p>Training and product documentation within the scope of the implementation of a uniform sales platform with an international telecommunications provider</p> <p>The originally created product documentation, compiled by various and comprehensive documents, was directed at the end user and trainer of the telecommunications provider and its partner agencies. Additionally, a training concept was issued and numerous end user trainings as well as train-the-trainer trainings were conducted. As the uniform sales platform is currently still being extended, the documentation is regularly updated and trainings are conducted when necessary.</p>
August 2015 to November 2015	<p>Business process analysis and optimisation for the preparation and implementation of a new IT solution in the area of telesales with an international telecommunications provider</p> <p>After an analysis of the existing structure and process organisation in the provider's and its partner agencies' telesales and customer winback divisions, the target organisation with respective process optimisation was established during workshops and documented with roles and authorisations. As well, use cases and IT requirements were elaborated and documented for the IT solution's test phase.</p>

**May 2015 to
November 2015**

Change management support of an international **CRM rollout** with a **medium-sized energy service provider**

Change management trainings for managers were drafted and conducted in Germany, England and Spain. This happened with the goal to prepare the CRM implementation and raise awareness for the expected organisational alterations and the resulting need for qualification for managers and employees. Furthermore, a project pertaining newsletter has drafted and implemented.

October 2014 to June 2015

Draft and implementation of development programme for managers with a **medium-sized, owner-managed telecom company**

More specifically, the mission comprised the preparation of a general personnel development concept and a development programme for managers, the implementation of trainings for managers and coachings for team leaders, and the draft and preparation of individual personnel development plan for all managers.

August 2013 to July 2014

project and change management of the **implementation of an IT service management** in the scope of **outsourcing the IT division** of a **Europe-wide active pharmaceutical wholesaler**

Subject of the mission was the draft and implementation support of an ITIL suited IT support organisation (organisational structure and ITIL based processes for the area infrastructure, the draft and implementation of a organisational unit for IT service managers in the new company, as well as the planning, coordination and implementation of trainings for IT employees and end users). Further, change workshops ("brownbag-meetings") and team development measures for the new teams were conducted.

Cologne, March 2019
C.Richter