

TRANSCRIPT

Voices of Change

As a working parent, my office is always everywhere. It can be at home, it can be at the playground, it can also be in the car when I've taken the little one to kindergarten, but it can also just as easily be in my kitchen, where I'm making my cup of coffee and looking at my calendar at the same time: What's the next meeting? Or writing a few more emails.

In that sense, the office is my laptop, my phone and my pen and paper - and wherever that is, I can work.

I am Helene Zacherl. I've been working at Accenture since 2015, and I'm also a mom of two adorable little kids. My daughter Eleonore is three years old, and my son Leander is seven months old.

At Accenture, I advise larger companies in the area of communications, media and technology, so I am involved in client account leadership - we work with clients in a very dedicated way to find the most diverse solutions to problems.

Being a mother has definitely changed the way I work and the way I deal with my customers. Simply because I have learned that you have to adapt things in an agile manner, also in regards to what comes your way. With children it doesn't work to rigidly stick to your concept - sometimes you just have to jump into the mud puddle with them.

I think it works the same way with the customer. If certain problems arise or the customer is not ready for a particular issue, then you need to check: Is there another issue that we can address now to solve the problem that we currently have?

I believe that this is what being a mom has strengthened in me.

I don't think it wasn't there before, but motherhood enhanced that inner sense so I can focus more on: what do we really need right now?

I currently work three hours a week. For example I look after the financials, meaning we also look at how clients are doing in terms of their financial figures. We also take care of issues such as new offers that have to be made, which have to go through an internal process, and we initiate the legal review, etc. pp. So, there are definitely opportunities to work.

For me, the Accenture team really is an extended family - in the sense that it understands that I am a working parent with my family, but I am also Helene, who likes to joke around with colleagues and solve problems with clients. That's what makes working at Accenture so special: we always bring it all together.

