

# Being Human's Change-Ability® Program



## Build the skills that build buy-in for change.

Change-Ability® is a practical, hands-on program that builds the communication and influence skills that are critical for building buy-in.

Whether you are a line manager with a team or a specialist without direct reports, communicating and influencing skills are a “must have” tool of trade.

In this interactive, two-day program, you will sharpen your communications skills by applying leading-edge, practical techniques, built from our years of hands-on experience in leadership development and change management.

A highlight of the program is that you'll be coached by an experienced actor in using body language and voice for added impact and influence, through using role plays and real plays in a safe and fun learning environment.

You'll come away from the program refreshed and recharged, with new insights plus a Communications Toolkit to apply back at the workplace.

### Learn more, learn faster with our Action Learning format

You will bring a current communications challenge to the program and spend 75% of the program on your feet, practising delivering your key messages and getting feedback and coaching from the two Facilitators and fellow participants. You'll leave the workshop ready, willing and able to apply the skills you've learned.



### How you will benefit from attending

- Practice, practice, practice, plus feedback and coaching;
- Know your strengths and blind spots as a communicator;
- Extend your effectiveness with unfamiliar and challenging audiences;
- Increase your confidence and personal impact;
- Update your communications & influence toolkit;
- Workshop current challenges and leave with a plan;
- Network with & learn from colleagues in other organisations.

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**Being Human**  
Developing change-capable  
people and organisations



## Day 1 - Communication Skills

- Communications challenges in the Twitter Era;
- Know your communications outcome;
- In Their Shoes: Techniques for understanding your audience;
- Building confidence with body language and voice;
- Role plays, real plays, feedback and coaching.

## Day 2 - Influencing Skills

- The role of influence and power in making change happen;
- Build your influence network;
- Using listening as an influence tool;
- The right tool for the job - your Influence Toolkit;
- Handling questions and objections;
- Role plays, real plays, feedback and coaching.

## Public and In House Programs

Change-Ability® is available as a 2-day Public Program for individuals or teams. Or build a common approach across a team, business unit or the organisation with an in-house program.

## About Being Human

Founded in 1993, our mission is to assist organisations to succeed with change by building their leadership and change management capabilities.

We provide Change Management & Leadership consulting, training and coaching services based on global best practices. As Prosci's exclusive Primary Affiliate in Australia, we deliver Prosci's range of best practice Change Management programs for Executives, Managers, Change Practitioners and Employees. We also sell Prosci's Toolkits and Books through our Bookstore.



**“When I get ready to talk to people, I spend two thirds of the time thinking what they want to hear and one third thinking about what I want to say.”**

Abraham Lincoln

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Being Human is the exclusive Australian Primary Affiliate for Prosci, the world's leading independent Change Management research company.



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