



**PROSCI'S CHANGE MANAGEMENT PROGRAMS
FOR EXECUTIVES, MANAGERS, EMPLOYEES
AND CHANGE PRACTITIONERS**



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INTRODUCING BEING HUMAN

Founded in 1993, Being Human's mission is to develop ***change leadership: the personal and organisational capabilities required to succeed with change.***

We partner with private and public sector organisations using practical, proven methodologies, drawn from research and best practice, not quick fixes and fads.

Our team of senior consultants have hands on experience in diverse roles including managers, change managers, project managers and Human Resource/Organisation Development professionals.

Change and Leadership Skills

We assist organisations to develop change leadership skills for people in all roles using proven, leading edge tools and approaches including Human Synergistics LSI/GSI, Emotional Intelligence, Myers Briggs Type Indicator and DISC.

- Lead-Ability Program for experienced managers;
- Change-Ability Program to build communications and influencing skills;
- Adapt-Ability Program to create resilience to change;
- Coach-Ability Program to up-skill managers in coaching people for performance;
- Transitions Program for first-time managers;
- Executive Coaching;
- Custom-designed programs.

Prosci Change Management

Being Human is the exclusive Australian Primary Affiliate for Prosci, the world's leading independent change management research, training and publishing organisation. We provide:



- Change Management support and consulting services using the Prosci Change Management Process and ADKAR® model.
- Prosci's Programs to build the change capabilities of Change Practitioners, Sponsors, Managers/Team Leaders and Employees.
- Prosci's Change Management Toolkits, Best Practices Reports and Books via our on line Bookstore.

Change Management Support Services

- Facilitation, consulting services, support and leading edge tools to build your organisation's change capabilities;
- Recruitment services for contract and permanent Change Managers.



OUR CLIENTS

We have successfully partnered with leading organisations in the private and public sectors, across a broad range of industry sectors.

Please contact us for referees.

Airlines, Travel and Tourism

Media and Publishing

Education and Training

Mining and Resources

Fast Moving Consumer Goods

Not-for-Profit

Entertainment

Pharmaceuticals and Medical

Financial Services

**Professional Services
Management Consulting, Accounting,
Actuarial, Legal.**

IT and Telecommunications

**Public Sector – Commonwealth, State
and Local Government**

Manufacturing

Transport and Logistics

INTRODUCING CATHERINE SMITHSON - MANAGING DIRECTOR



Catherine Smithson is a leading facilitator, educator and consultant in change and leadership.

She has 20 years' experience as a senior manager and a consultant and has an in-depth understanding of best practices worldwide.

Catherine has a Master of Business Administration from the Australian Graduate School of Management in the University of NSW. She also has a Master of Arts, a Bachelor of Arts and a Diploma of Education.

Her professional accreditations include: Prosci Change Management Process, Emotional Competence Inventory, DISC, LifeStyles Inventory, GroupStyles Inventory, Myers Briggs Type Indicator and Sydney University Professional Development Certificate in Coaching Practice.

INTRODUCING VICKY EMERY - SENIOR CONSULTANT



In her 20 -year career, Vicky has successfully worked with leading organisations in professional services, banking and finance, telecommunications, pharmaceutical, retail and insurance.

Her expertise includes leadership, change and team development programs, executive coaching, facilitation and consulting.

Vicky holds qualifications in Education, Somatic Psychotherapy, Adult Education and is also an experienced accredited practitioner in Prosci Change Management Process Certified Trainer and Practitioner), Myers Briggs Type Indicator, Human Synergistic LifeStyles Inventory, & GroupStyles Inventory Team Management Inventory, Linking Skills and Types of Work tools.

PROSCI'S CHANGE MANAGEMENT PROGRAMS

Prosci's 12 years of international Change Management Benchmarking studies prove that Change Management is a key success factor for change.

Projects that include effective Change Management are **four times more likely to achieve their objectives** and reduce resistance by more than 50%. (Prosci 2009)

Executives, managers/team leaders, employees and change practitioners each need to play a different but complementary role for change initiatives to succeed.

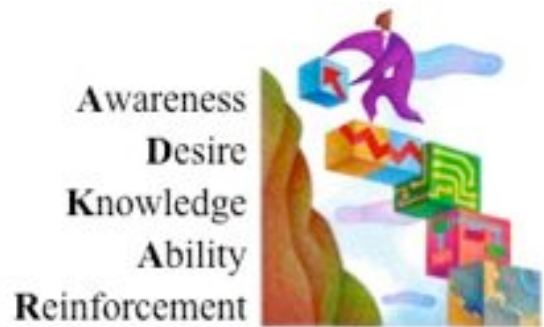
Prosci's programs are highly effective because

they are tailored for each group and the specific skills and knowledge they need to perform their change role effectively:

- Prosci's Change Management Certification Program – for change practitioners. Public or in-house program
- Prosci's Change Management Executive Program – for Executives and Change Sponsors. In-house program.
- Prosci's Change Management Coaching Program – for Managers and Supervisors. In-house program.
- Prosci's Change Management Orientation for Employees. In-house program.

Benefit from our 16 years of experience as Australia's leading specialist Change Management consultants and trainers, spanning hundreds of change initiatives across a wide range of industry sectors.

As the exclusive Primary Affiliate for Prosci in Australia we are the experts in delivering the Prosci suite of world-class training programs and applying its leading-edge processes and tools to build organisational change capability.



Prosci's ADKAR® model of individual change is a powerful and practical Change Management tool.



PROSCI'S CHANGE MANAGEMENT CERTIFICATION PROGRAM

Prosci's Change Management Certification Program delivers the critical skills and processes that organisations need to successfully implement change and maximise benefit realisation.

It provides certification in the internationally acclaimed Prosci Change Management Process, based on 12 years of best practices research with more than 2,000 organisations in 65 countries.

The Prosci Change Management Process is easy to use and customise for any type and size change, from incremental to major change.

It integrates with Project Management, which makes it easy and effective for managers and project teams to co-ordinate the technical and people sides of change.

This intensive three-day program uses an **action-learning format**.

Participants bring a current change project and apply the Prosci methodology and tools to prepare a Change Management Plan. They present this plan during the program and receive valuable feedback and coaching.

This fast-tracks your change management implementation at the workplace.

Benefits of the in-house program format:

- Adopt a consistent, structured approach to Change Management across your organisation;
- Integrate Change Management with project management;
- Immediately apply the tools and prepare Change Management Plans for key projects;
- Focus on the shared opportunities and challenges in implementing change management in your organisation;
- Enhance teamwork and shared learning, develop a Community of Practice or change network.

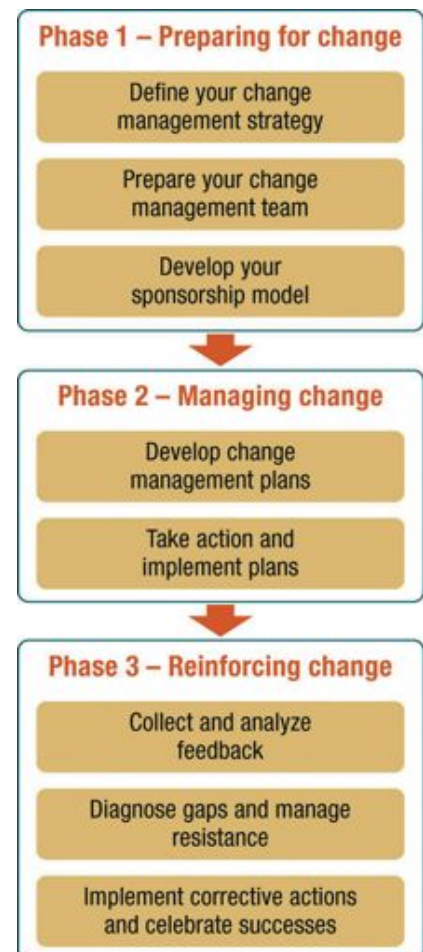


Earn 24 PDUs



Earn 20 CPD points

The Prosci Change Management Process



PROSCI'S CHANGE MANAGEMENT CERTIFICATION PROGRAM

Program overview:

<p>Duration:</p> <ul style="list-style-type: none"> ▪ Three days ▪ Options: <ul style="list-style-type: none"> ○ Day program, on site or external venue: 8.30am- 5.30pm. ○ Residential program to maximum people's learning and application of the processes and skills and encourage team development. Day 1: 8.30am – 5.30pm Day 2: 8.30am – 9pm Day 3: 9am - 3.30pm 	<p>Group size:</p> <ul style="list-style-type: none"> ▪ The maximum class size is 20 people. ▪ The number of projects on the program is limited to 4. This ensures high quality feedback and coaching for delegates on their Change Management plans.
<p>Involve key executives and sponsors:</p> <ul style="list-style-type: none"> ▪ Invite Executive or Sponsor to be communicate with delegates about the Program ▪ Invite Executive or Sponsor to open the program on Day 1 and/or close the program on Day 3. ▪ Review the participants' Change Management Plans with Steering Committees and key stakeholders; ▪ Equip Executive or Sponsors to position their strategic change projects for success with Prosci's Change Management Executive Program. 	<p>Each delegate receives:</p> <ul style="list-style-type: none"> ▪ Membership of the Being Human Graduate Network, including newsletter, annual conference and other professional development opportunities; ▪ Certification in the internationally recognised Prosci Change Management Process; ▪ Prosci Licensed Change Management Resources: <ul style="list-style-type: none"> - Prosci Change Management Toolkit: a complete hard-copy reference guide and CD-ROM; - Prosci Change Management Pilot: Single user, lifetime license, access on-line, updated regularly; - <i>Best Practices in Change Management Report 2009</i> – Prosci's latest international benchmarking research with over 400 organisations; - <i>ADKAR® – A model for change in business government and our community</i> by Jeffrey M Hiatt; - <i>The Employee's Survival Guide to Managing Change</i> by Jeffrey M Hiatt; - <i>Change Management: the People Side of Change</i>, by Jeffrey M Hiatt and Timothy J Creasey.



PROSCI'S CHANGE MANAGEMENT CERTIFICATION PROGRAM

Program agenda:

<p>Pre-work:</p> <ul style="list-style-type: none"> ▪ Complete Project Summary – 1 per team. ▪ Complete Project Definition Checklist – 1 per team. ▪ Complete Prosci Project Change Triangle Assessment – 1 per team. ▪ Read <i>ADKAR® – A model for change in business government and our community</i> by Jeffrey M Hiatt; 	<p>Day 1: 8.30am – 5.30pm</p> <ul style="list-style-type: none"> ▪ Change Management Overview. ▪ The Return on Investment of Change Management. ▪ Best Practices in Change Management. ▪ The individual process of change: Prosci's ADKAR® Model. ▪ The Psychology of Change. ▪ Prosci's Change Management Process. ▪ Phase 1: Preparing for Change.
<p>Day 2: 8.30am – 5.30pm - day programs 8.30am – 9pm - residential</p> <ul style="list-style-type: none"> ▪ Prosci's Change Management Process. ▪ Phase 1: Preparing for Change. ▪ Phase 2: Managing Change. <ul style="list-style-type: none"> ○ Communications Plan. ○ Sponsorship Roadmap. ▪ Guided Tour of the Prosci Change Management Pilot. <p><i>Residential Programs only:</i></p> <ul style="list-style-type: none"> ▪ Presentation of Change Management Plans for feedback and coaching. 	<p>Day 3: 8.30am – 5.30pm - day programs 9am – 3.30pm - residential</p> <p><i>Day programs only:</i></p> <ul style="list-style-type: none"> ▪ Presentation of Change Management Plans for feedback and coaching. ▪ Prosci's Change Management Process ▪ Phase 2: Managing Change. <ul style="list-style-type: none"> ○ Coaching Plan. ○ Resistance Management Plan. ○ Training Plan. ○ Master Change Management Plan. ▪ Phase 3: Reinforcing Change. ▪ Integrating Change Management and Project Management. ▪ Prosci's Change Management Maturity Model. ▪ Certification Exam. ▪ Graduation and Presentation of Prosci Certification.



PROSCI'S CHANGE MANAGEMENT CERTIFICATION PROGRAM

What Participants Say

Delegates from these countries have attended our public program in Australia

Australia
Hong Kong
India
Malaysia

New Zealand
Papua New Guinea
The Philippines
United States

“A fantastic course. The content and ability of the presenters to get the message across was first class. I feel very confident and equipped to tackle those changes in my workplace that I have previously been hesitant to tackle. Thank you, Being Human. It's been one of the best training courses I've attended.” *Ben Lloyd, National Operations Manager, Pitcher Partners.*

“Practical and useful – I can go and apply this methodology and tactics as soon as I return to work. The course was so engaging and interactive time just flew. The facilitator was fantastic, credible and easy to relate to.” *Peta Edwards, Communications Manager, Commonwealth Bank of Australia.*

“The program is suitable for those starting out in Change Management and those already in Change Management. The tools and methodologies are easy to apply on the job and the resources are easy to use.” *Melanie Moorcroft, L & D Consultant, Lakes DHB Rotorua, New Zealand.*

“Just fantastic. I've been working as a Change Manager with some good templates, but really I just rely on my instincts. Now I have irrefutable evidence and a robust model, which can only improve the outcomes for my organisation and my personal job satisfaction. ” *Kirsty Robinson, Change Manager, Westpac Banking Corporation.*

“The program is fantastic. The Prosci methodology is simple, logical and easy to implement. You have provided me the A, D, K, A and R of implementing Change Management. ” *Karen Hannan, Project Manager, Projectology.*

PROSCI'S CHANGE MANAGEMENT EXECUTIVE PROGRAM

The number one key success factor for successful change is active and visible sponsorship, according to Prosci's 12 years of international Best Practices in Change Management Benchmarking.

This program has two components: a health assessment of the strategic change portfolio, using Prosci's leading edge tools, followed by a 4-6 hour executive workshop.

Using the Strategic Change Portfolio Health Assessment, executives review the risk of key projects and identify the underlying causes across the three key success factors for change.

They also use the data to evaluate their organisation's change capability in the context of the business strategy.

This program equips executives to:

- Make the connection between Change Management and financial benefit realisation of strategic change projects;
- Reposition Change Management from a "soft skill" to a structured process that integrates with project management;
- Understand the new role of the Sponsor in change and the behaviours of effective Sponsors, identified by Prosci's international benchmarking research.
- Build organisational change capability.

Target Audience:

The CEO and their executive leadership team, or Project Sponsor/s and their direct reports.



PROSCI'S CHANGE MANAGEMENT EXECUTIVE PROGRAM

Program Overview

<p>Duration:</p> <ul style="list-style-type: none"> ▪ Strategic Change Portfolio Health Assessment takes place over 2- 3 weeks; ▪ Executive Workshop is 4–6 hours, depending on executive availability. 	<p>Group size:</p> <ul style="list-style-type: none"> ▪ We recommend the CEO plus his/her direct reports who are sponsoring key changes. Maximum 16 people per session.
<p>Topics covered: These are customised to meet your needs.</p> <ul style="list-style-type: none"> ▪ Position your projects for strategic success: <ul style="list-style-type: none"> ○ The connection between Change Management and financial performance; ○ Results of Change Portfolio Health Assessment for current projects; ○ Best Practices in Change Management. ▪ Position yourself for sponsorship success <ul style="list-style-type: none"> ○ The key behaviours of effective sponsors; ○ Sponsorship Competency self assessment; ○ Building the sponsorship coalition. ▪ Position your organisation for success <ul style="list-style-type: none"> ○ Steps you can take to equip managers, supervisors and team leaders to be effective change leaders; ○ Prosci's ADKAR® model. 	<p>Each Executive receives:</p> <ul style="list-style-type: none"> ▪ Strategic Change Portfolio Health Assessment for key strategic projects. ▪ Prosci's <i>Change Management Executive Program</i> – slide pack; ▪ <i>Change Management, the People Side of Change</i> by Jeffrey M Hiatt and Timothy J Creasey; ▪ <i>2009 Edition of Prosci's Best Practices in Change Management Benchmarking Report</i>.
<p>Pre work:</p> <ul style="list-style-type: none"> ▪ Strategic Change Portfolio Health Assessment - select 3 – 6 changes; ▪ Project team members in your organisation complete Change Management assessments on selected changes; ▪ Being Human interviews 2- 3 key executives to identify the strategic priorities for the organisation, opportunities and challenges in current changes and desired outcomes for the session; ▪ Executives read Prosci's <i>Executive Guide for Managing Change</i> and <i>ADKAR® – A model for change in business government and our community</i> by Jeffrey M Hiatt. 	

PROSCI'S CHANGE MANAGEMENT COACHING PROGRAM

This practical one-day workshop coaches managers to become capable and confident change leaders of their teams.

It empowers managers to succeed with change:

- As individuals who are experiencing change;
- As change leaders of their teams.

Managers bring a current change to the program and apply Prosci's proven Change Management Process for Managers, to develop a Change Management Plan for their team.



Topics covered:

- The manager's role in change
- Key principles of change
- Coaching individuals through change using Prosci's ADKAR® model
- Assessing the impact of change on the team and the team's change readiness
- Best practices in Communications, Resistance, Role of Managers and Executive Sponsorship
- Top Ten Steps for Managing Resistance.

Each manager receives a set of Prosci Change Management tools and resources, valued at \$500 that can be used to manage any number of changes, with no annual renewal fees:

- Change Management Handbook;
- Prosci Best Practices in Change Management – successes and lessons learned from 2,000 change leaders worldwide;
- ADKAR® – A model for change in business government and our community by Jeffrey M Hiatt;
- The Employee's Survival Guide to Change by Jeffrey M Hiatt;
- Change Management: the People Side of Change by Jeffrey M Hiatt and Timothy J Creasey.
- ADKAR® Business worksheets

Target Audience:

Team leaders, supervisors and managers who are implementing change with their teams.

PROSCI'S CHANGE MANAGEMENT COACHING PROGRAM

Program Overview

<p>Duration:</p> <ul style="list-style-type: none"> One day 	<p>Group size:</p> <ul style="list-style-type: none"> Maximum 22 people
<p>Topics Covered:</p> <ul style="list-style-type: none"> Review of pre work; The ROI of Change Management: how effective management of the people side of change contributes to success and benefit realisation; Key change concepts; Assessing the people challenges of a current change; Update on Prosci's Best Practices in Change Management: Communications, Resistance, Role of Managers and Executive Sponsorship. Prosci's ADKAR® model of individual change; The manager's role in successful change; Prosci's Top 10 Strategies for Managing Resistance to change; <ul style="list-style-type: none"> Develop a Change Management plan for your team; Next steps and action plan for the next week. 	<p>Each Manager receives:</p> <p>Prosci Change Management resources valued at \$500 per person:</p> <ul style="list-style-type: none"> Prosci's <i>Managers Change Management Primer</i>, a handbook for managers; <i>Change Management, the People Side of Change</i> by Jeffrey M Hiatt and Timothy J Creasey; <i>ADKAR® – A model for change in business government and our community</i> by Jeffrey M Hiatt; <i>The Employee's Survival Guide to Change</i> by Jeffrey M Hiatt; <i>2009 Edition of Prosci's Best Practices in Change Management Benchmarking Report.</i> <i>ADKAR® Business Worksheets</i>
<p>Pre work:</p> <ul style="list-style-type: none"> Complete the Change Worksheet; ADKAR® survey of team members on current changes; Read <i>ADKAR® – A model for change in business, government and our community</i> by Jeffrey M Hiatt. 	

PROSCI'S CHANGE MANAGEMENT ORIENTATION FOR EMPLOYEES

Successful change depends on the acceptance and engagement of your employees, one individual at a time.

This one-day program is designed to help employees engage in the change process through hands-one activities and facilitated discussions about current changes underway in their team and organisation.

It enables front-line employees who are impacted by change to gain a feeling of control over the change process, by:



- Introducing employees to the concepts of Change Management, including the range of emotional responses to change;
- Showing employees how to use Prosci's ADKAR model as a change tool to guide their change experience;
- Enabling employees to engage in the changes underway in their organisation by giving feedback to managers and team leaders.

Target Audience:

- Employees who are impacted by change.



PROSCI'S CHANGE MANAGEMENT ORIENTATION FOR EMPLOYEES

Program Overview

<p>Duration:</p> <ul style="list-style-type: none"> ▪ One day 	<p>Group size:</p> <ul style="list-style-type: none"> ▪ 20 people
<p>Topics Covered:</p> <ul style="list-style-type: none"> ▪ Understanding change as a process. ▪ The people challenges of change – self assessment of a change impacting your team ▪ Understanding resistance to change and emotional responses to change. ▪ Communicating change. ▪ The role of employees in change. ▪ Taking control of your change process using Prosci's ADKAR® model of individual change. ▪ Develop an Action Plan for a current change. 	<p>Each Employee receives:</p> <ul style="list-style-type: none"> ▪ <i>The Employee's Survival Guide to Change</i> by Jeffrey M Hiatt; OR ▪ <i>ADKAR® – A model for change in business government and our community</i> by Jeffrey M Hiatt; ▪ Program Workbook
<p>Pre work:</p> <ul style="list-style-type: none"> ▪ None. 	