

Prosci's Change Management Certification Program



An in-house program to train and certify Change Managers and project teams in the best practice Prosci Change Management Methodology

This intensive three-day program equips Change Practitioners across a range of disciplines with the world's leading Change Management methodology, to successfully manage the people side of change and achieve business outcomes.

The in-house program format also enables organisations to adopt a structured, consistent approach to Change Management and position key change projects for success and benefit realisation.

You'll achieve certification in the internationally recognised Prosci Change Management Process, based on Prosci's 12 years of best practices research with over 2,000 participants in 65 countries.

During the program, you will apply Prosci's powerful, practical methodology to a change in your organisation and prepare a Change Management Plan to present for coaching and feedback, fast-tracking workplace implementation.

As Prosci's exclusive Australian Primary Affiliate and most experienced Prosci-certified Change Managers, we have the expertise to accelerate your professional development and build your organisation's change capabilities.



How you will benefit from attending

- Achieve Certification in the Prosci Change Management Methodology;
- Learn how to align Change Management with Project Management;
- Adopt a consistent, structured approach to Change Management;
- Immediately apply the tools and prepare Change Management Plans for key projects;
- Acquire Prosci Change Management resources;
- Develop a Community of Practice or change network;
- Receive feedback and coaching from an experienced Change Manager.



Being Human is a Registered Education Provider for the Project Management Institute. PMI members earn 24 PDU's on completion of the program. AIPM members earn 20 CPD points. REP 3000-BHCACAP

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





Who should attend

- Change Managers;
- Project Managers, Program Managers, Project teams;
- IT Specialists;
- Process Improvement, Lean and Six Sigma Specialists;
- Corporate Communications Professionals;
- Human Resources/L&D/OD/Training Professionals.

Topics we will cover

Day 1:

- 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;
- Overview of Prosci's Change Management Process;
- Phase 1: Preparing for Change.

Day 2:

- Phase 1: Preparing for Change, contd;
- Phase 2: Managing Change: Communications Plan, Sponsorship Roadmap;
- Guided Tour of the Prosci Change Management Pilot Pro;
- Presentation of Change Management Plans for feedback and coaching.

Day 3:

- Phase 2: Managing Change: 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.

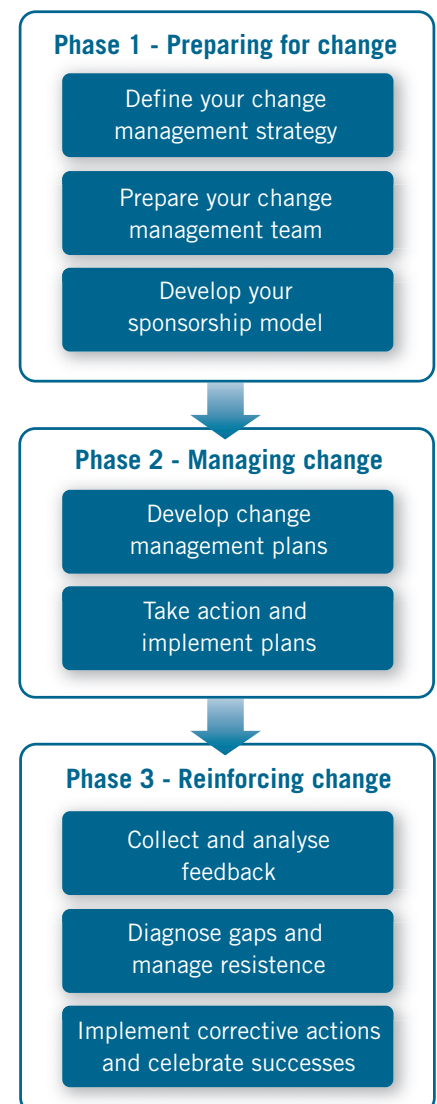
Choice of delivery options

Option 1: Preferred - Day 1: 8.30am - 5.30pm, Day 2: 8.30am - 8pm (with dinner)
Day 3: 9am - 3.45pm;

Option 2: Residential - Hours as per Option 1;

Option 3: Day 1, 2 and 3: 8.30am - 5.30pm.

Prosci Change Management Process

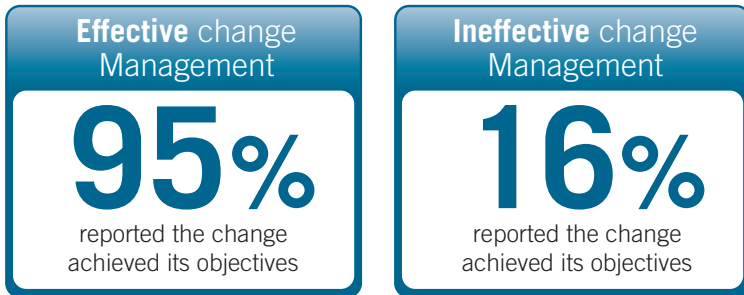


The Business Case for Change Management

Why does change fail? The number one obstacle to success for major change projects is employee resistance and the ineffective management of the people side of change, according to Prosci's 2009 Best Practices study of 575 change leaders worldwide.

There is now a compelling business case for change management. Prosci's 2009 Best Practices in Change Management Benchmarking Report found:

- Change projects with effective Change Management are five times more likely to succeed;
- Effective Change Management is strongly correlated with achieving objectives, staying on schedule and on budget;
- More than 50% of employee resistance to change could have been avoided with effective change management.



Source: Prosci's 2009 Best Practices in Change Management Benchmarking Report

Apply the tools as you learn

The program's intensive action learning format enables you to apply what you learn to a current change in your organisation.

Participants form teams (maximum 4 per program) and select a current change to work on during the program. You'll apply the Prosci methodology and tools as you learn and create a Change Management plan. You present your Change Management plan on Day 3 for feedback and coaching, and fast-tracking workplace implementation.

Each participant receives

- Prosci Change Management Toolkit, a complete hard-copy guide and CD;
- Prosci Change Management Pilot Pro, on-line toolkit, single-user lifetime license;
- Prosci's 2009 Edition of the Best Practices in Change Management Benchmarking Report;
- ADKAR® - A model for change in business government and our community by Jeffrey M Hiatt;
- Change Management: The People Side of Change, by Jeffrey M Hiatt and Timothy J Creasey;
- The Employee's Survival Guide to Managing Change by Jeffrey M Hiatt.

If a participant leaves your organisation after the program, their Prosci Change Management Pilot Pro single-user license can be re-assigned to another employee, protecting your organisation's investment.

What participants say

"The best value for money program I have attended in my career. Every minute is productive, learning and developing skills." HR Director, University of Canterbury (New Zealand)

"A terrific program based on a sound methodology. Finally, a rigorous approach to increase the chances of success for projects that impact people - which is just about all of my projects." Project Manager, Australian Government Solicitor.

"A fantastic program that will lead any company into 'Best Practice' Change Management." Change Manager, Insurance Australia Group.

"Well structured and a well thought out way to assimilate the learning by using your own project. Very practical, with real and tangible tools that I will take away and implement with confidence." Management Consultant, PIPC Pty Ltd.

"A great learning experience for anyone involved in Change Management". Independent Change Management Consultant.

"I am so pleased I came to the program. It was a personal financial investment and was worth every cent". Independent Organisation Development Consultant.

**INCLUDES
change
resources
valued at
AU \$1500 PP**





Why choose Prosci?

1. Founded in 1994, Prosci is the world's leading independent change management research and publishing company;
2. Prosci is the world's most widely used Change Management methodology, used by 70% of Fortune 500 companies and leading public and private sector organisations in Australia, New Zealand and Asia Pacific;
3. Prosci's methodology and tools are powerful and practical because they are based on the best practices of change leaders worldwide, drawing on Prosci's 12 years of benchmarking with 2,000+ change leaders in over 65 countries;
4. Prosci's methodology is: practical and jargon free; flexible and scaleable for any size or type of change; easily integrated with project management;
5. International client service and support through Prosci in the USA and its global Affiliate Network;
6. Full range of programs for Executives, Managers, Change Practitioners and Employees;
7. Prosci is shaping the future of Change Management with Portfolio Change Management, Enterprise Change Management and more...

About Being Human

Founded in 1993, our mission is to develop change-capable people and organisations to achieve the benefits of change.

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.

Program presenters



Catherine Smithson

Catherine Smithson is a leading facilitator, educator and consultant in change management, leadership development and organisation development. She has 20 years' experience as a senior manager and a consultant with public and private sector organisations. Catherine has a BA DipEd, MBA and MA as well as numerous professional accreditations.



Vicky Emery

In her 20-year career, Vicky Emery has successfully worked with leading organisations in the public and private sectors. Her expertise includes leadership, change management and executive coaching. Vicky holds qualifications in Education, Somatic Psychotherapy, Adult Education and is also an experienced accredited practitioner in a wide range of leadership and Change Management tools and methodologies.

Build your organisation's change capabilities

Develop the capabilities of the key players in change

We deliver Prosci's range of tailored Change Management programs:

- Prosci's Change Management Sponsor Program – for Senior Executives and Sponsors;
- Prosci's Change Management Coaching Program - For Managers and Team Leaders;
- Prosci's Change Management Orientation for Employees;
- Prosci's Change Management Certification Program – for change practitioners.

Apply a consistent, structured approach to Change Management, aligned with Project Management.

We provide:

- Consulting services;
- Facilitation of workshops & meetings;
- Coaching and mentoring;
- Prosci's complete range of Change Management Toolkits, Best Practices Reports and Books via our on line Bookstore.

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Prosci's 2009 Best Practices study of 575 change leaders worldwide.

Being Human
Developing change-capable people and organisations

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