



*Build your organisation's internal capability
to manage the people side of change*

**PROSCI'S CHANGE MANAGEMENT
CERTIFICATION PROGRAM**

IN-HOUSE PROGRAM - AUSTRALIA





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 across a range of industries to develop their capability in leadership and change.

Together we choose the best solution to reach your goals, rather than taking a one-size-fits-all approach. We use only practical, proven methodologies, drawn from research and best practice, not quick fixes and fads.

Our team of senior consultants are highly qualified, experienced and practical in their approach. Their backgrounds include roles as managers, change managers, project managers and Human Resource/Organisation Development professionals.

Leadership Development:

We assist organisations to develop leadership at all levels with results-focussed, targeted programs for new managers through to senior executives:

- Executive Coaching
- New Manager Program
- Experienced Manager Program
- Senior Leadership Program

We can integrate programs with your organisation's existing leadership frameworks and approaches. The assessment tools and instruments we use include: Emotional Intelligence, Life Styles Inventory (LSI), Group Styles Indicator (GSI) Myers Briggs Type Indicator (MBTI) and DISC.

Change Management:

Being Human is the 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.
- Programs to build the change capabilities of Change Practitioners, Sponsors, Managers/Team Leaders and Employees, powered by Prosci.
- Consulting services, support and leading edge tools to build your organisation's change capabilities including the Prosci Enterprise Change Management Program and the Change Portfolio Toolkit.
- 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

Mining and Resources

Education and Training

Not-for-Profit

Entertainment

Pharmaceuticals and Medical

Financial Services

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

IT and Telecommunications

Public Sector – Commonwealth

Manufacturing

Public Sector – State

Media and Publishing

Public Sector - Local Government

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 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 11 years of best practices research with more than 2,000 participants 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 change management implementation at the workplace.***

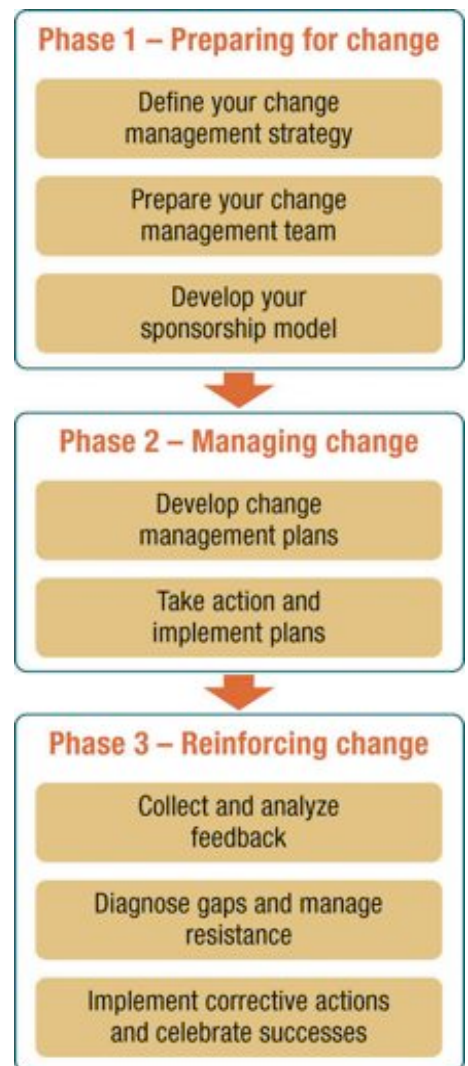
Benefits of the in-house program format:

- 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.



PMI members earn 24 PDUs on completion of the program. REP 3000-BHCACP

The Prosci Change Management Process



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 - 3.45pm 	<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 2007</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.

Program agenda:

<p>Pre-work:</p> <ul style="list-style-type: none"> ▪ Complete Project Summary – 1 per team. ▪ Complete Project Checklist – 1 per team. ▪ Complete Prosci Project Change Triangle Assessment – 1 per team. ▪ Complete Project Checklist - 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 – 3.45pm - 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.

PARTICIPATING ORGANISATIONS

Delegates from these countries have attended our public program in Australia

- Australia
- United States
- Malaysia
- India
- The Philippines
- New Zealand
- Papua New Guinea

From these Industry Sectors

- Accounting and Auditing
- Airlines and Tourism
- Banking and Finance
- Fast Moving Consumer Goods
- Education
- Energy
- Fitness and Gymnasiums
- Health, Medical and Pharmaceuticals
- Government - Federal, State and Local
- Human Resources Consultants
- IT and Telecommunications
- Legal Services
- Manufacturing
- Media and publishing and Entertainment
- Mining and Resources
- Not -for-profit
- Management Consulting
- Manufacturing
- Transport and Logistics





WHAT PARTICIPANTS SAY

“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.*