



ChangeAbility Training (Pty) Ltd

Profile
April 2011

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ChangeAbility

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1. Our story

Based in Rosebank, Johannesburg, ChangeAbility is a South African company specialising in the provision of organisational change management and related training. We offer public, in-house and customised training and have an innovative learning tool called The Change Game™. We are passionate about making change work through enabling others. We strive to provide knowledge that will enable the delivery of better change.

ChangeAbility is a subsidiary of ChangeWright Consulting (Pty) Ltd. ChangeWright was established as a specialist change management consultancy in 2000 and is one of the largest specialist change management firms in South Africa. In 2006 ChangeAbility was formed as a dedicated platform for the delivery of existing change management training capability.

Since 2000 we have been helping to deliver large and complex change initiatives within organisations. This experience has taught us that the importance and complexity of dealing with change effectively and sustainably are often misunderstood or underestimated.

The application of fancy looking methodology or complex methods does not guarantee success in dealing with change. Being an effective change agent or leader requires a thorough understanding (and often even expert knowledge and outstanding ability) in areas that are closely affiliated with change management such as communication, facilitation, conflict management, research methodology and training techniques. ChangeAbility offers these subjects as in-house courses.

In 2009, ChangeAbility was recognised as a Registered Education and Training Provider (RETP: 0061) by PMSA (Project Management South Africa) and its course entitled **Managing Change in the Project Environment** represent 21 contact hours which contribute to continuous professional development recognised by the PMI (Project Management Institute).

2. Our facilitators

At ChangeAbility, “those who can, do and teach”. The ChangeAbility facilitators have significant depth of experience in the delivery of change management services and products in support of large-scale organisational change. While actual, practical experience together with strong facilitation skills are regarded as the most important qualities of our facilitators, the academic base is also exceptionally strong. Some of our facilitators are profiled below:



Dr. Steven Cady

Whole system change

BS Business Administration (University of Central Florida), MBA (University of Central Florida) & Ph.D Business Administration (Florida State University)

Steven Cady is a scholar practitioner committed to using cutting-edge approaches that inspire system-wide change in organizations, and he is actively pursuing research and practice that unleash passion at the individual and organizational levels.



Dr. Nina de Klerk

Communication

BA Communications (RAU); BA Hons (Communications) (Cum Laude) RAU; MA (Communication) (Cum Laude) (RAU); D. Litt et Phil (RAU)

Nina de Klerk has an extensive background in the entire field of communications spanning internal (organisational) communication and external (marketing) communication. She is a Professor and has been Head of the Department of Communication at the University of Johannesburg and was Executive Director of the Association for Communication and Advertising (ACA) for 10 years.



Jean Grundlingh

Change Management

BA (Potchefstroom); Higher Diploma of Education (Potchefstroom); BTech (Human Resource Management (Technikon SA); MPhil (Adult Education) (Stellenbosch); PhD (Education) (Stellenbosch)

Jean has considerable operational and strategic human resource experience in the private and public sector and has consulting experience in a wide range of solutions. These solutions include change management, learning, communication and people and talent management. She has 5 ½ years' experience as a consultant and manager at a large consulting house and more than 15 years' experience with educational institutions. Jean excels in building and sustaining relationships, communicating and listening, giving and receiving feedback, facilitation, presentation and creative thinking.



Dr. Eriaan Oelofse

Research Methodology

BA (Cum Laude) (UP); BA Hons (Psychology) (UP); MA (Research Psych) (Cum Laude) (UP); PhD (Psychology) (UP)

Eriaan has worked as a management consultant for the past 12 years, both in internal consulting and independent consulting roles, with a particular focus on organisational development and transformation, organisational change management (managing organisational and human impact of new initiatives), and social and organisational research. Eriaan is a registered psychologist at the South African Health Professions Council in the Research Category



Ivan Overton

Change management

BA (Wits); BA Hons (Applied Psychology) (RAU); MA (Psych) (Cum Laude) (RAU)

Ivan is the Consulting Director at ChangeWright Consulting. He has worked in the management consulting field for the past 15 years, both in internal consulting and independent consulting roles, with particular focus on organisational change management, organisational development, and the organisational and human impact of the implementation of new information technology.



Marilise Smit

Change management

BA Law (Stellenbosch); LLB (Stellenbosch); LLM (Leiden, The Netherlands); MBA (cum laude) (Cape Town)

Marilise is the Managing Director of ChangeWright Consulting and ChangeAbility Training. She has worked in the change management consulting, training and general management fields since June 2004. Prior to this she was a commercial attorney at Bowman Gilfillan and in-house legal advisor at PetroSA for a total of 7 years. She has a passion for making change work through enabling others in the consulting and training context.



Deon van Zyl

Change conflict management, facilitation & training

BA (Hons) (Cum Laude) (RAU); MA (Clinical Psychology) (Cum Laude) (RAU); D Phil (Cum Laude) (UP)

Deon van Zyl is a former Associate Professor in Psychology at the University of Pretoria where he worked for 13 years as a lecturer and a Clinical Psychologist. For the past 16 years he has practiced privately as a Clinical Psychologist and a Management, Training and Development Consultant, serving over 110 client companies. He is a past Chairman of the S A Institute for Clinical Psychology, a former Foreign Affiliate to the American Psychological Association and to the American Society for Training and Development. In 2005 he did an intensive study programme at the C G Jung Institute in Zurich, Switzerland, and delivered a paper at an international psychotherapy conference in Kyoto in 2006.

3. ChangeAbility's BBBEE status

ChangeAbility is fully committed to Broad-Based Black Economic Empowerment. As an exempted micro enterprise in terms of the recently promulgated codes, we qualify as a Level 4 contributor.

4. ChangeAbility clients

4.1. What our delegates say...

Thank you ChangeAbility for an invaluable course that provided much insight into managing change. I found the course to be well-researched with ample templates and guidelines to revert back to when out in the trenches. What I really found useful were the case studies which relayed real-life issues that could potentially sabotage any project – the solutions provided were practical and would definitely help in diffusing conflict. Charmaine Stanton - Independent Consultant

The course was very beneficial as it contextualized change management in a project environment. Most other courses that I have attended only work on certain tools to enable change management, covering an element of change management. It always takes place within a project (small or large). This course gave tools and project related tools to assist in creating a full change life cycle within a project. Zelda Reynecke - Advanced Specialist: Change Management - IFMS Programme - SITA

I attended the Managing change in a project environment course of Changeability, presented by Ivan Overton a while ago. Being a change practitioner myself and constantly working on projects I found

the course to be a light in a darkness of change management training. It is practical, it is project orientated, it is deliverable orientated and mostly, it is presented by someone that has been there and done that. Two of the modules are of particular value, firstly the introduction to the Toolset. In this you get an understanding of the value of advanced computer literacy and automation of change management tools to assist with large, geographically distributed groups of end users. What I liked about the tools is the fact that it gave visibility in a graphical format to change management deliverables. This in turn means that it is not soft and fluffy field but something scientific, visible and provides hard evidence on the human side for projects. The second valuable thing was to play The Change Game. This is an innovative way of presenting various scenarios that the change practitioner will encounter on a project. By discussing these in groups you add to your own repertoire of dealing with these kinds of situations. **Seugnet van den Berg - Senior Partner - Bizmod**

4.2. Our client list

ChangeAbility, through ChangeWright and in its own name, has provided training to several large organisations, including:

Aon Consulting	John Crane	Simeka
Arivia	Lepuru	SmartSource
BCX	loveLife	Swaziland Pension Fund
Bizmod	Litha Lethu	Telesure
Blue Platinum Consulting	MTN	Terrapinn Training
Denel Dynamics	Old Mutual	Tetrapak
Engen	Paracon	Toyota Tusho
Eon Consulting	PetroSA	Treasury Department
Eskom	SA Defence Force	University of Stellenbosch
First National Bank	Sanlam	Vodacom
Glenrand MIB	Sappi Kraft	World Vision
Grintek	SARS	UNISYS
Grow Talent	Sasol	
GTZ		

5. Our training offering

ChangeAbility specialises in organisational change management and related training. We offer public, in-house and customised training and have an innovative learning tool called The Change Game™.

5.1. Public training course

5.1.1. Managing change in the project environment

Our signature course, Managing Change in the Project Environment, is offered to the public.

Duration:	3 days
Who should attend:	Internal and external change practitioners
Included:	Participant Guide and a CD with the theoretical content of the course and a basic but extensive toolkit
Price	2011: R 7,000 (ex VAT). 10 % discount applies to early bird registrations and multiple delegates. See the booking form for more information.
Dates	7 - 9 June 2011 16 - 18 August 2011 15 - 17 November 2011
Venue	Houghton, Johannesburg

This practical 3 day programme is aimed at equipping change practitioners to position, manage and sustain change implemented in project environments through:

- covering the fundamentals of organisational change management,
- providing a world class change management methodology supported by an extensive repository of proven tools and templates,
- unpacking case studies representing more complex challenges often faced by change practitioners in project environments, and
- playing The Change Game™ that tests and hones delegates' ability to handle tricky scenarios typically encountered in managing change.

5.1.2. Professional Certificate in Whole System Change

In collaboration with Prof. Steven Cady of Bowling Green State University (BGSU) in Ohio, USA we have developed a unique Professional Certificate course in Whole System Change accredited by BGSU. This is the first of several envisioned courses that will extend into post-graduate level. Prof. Cady is a co-author of The Change Handbook and a thought leader in the field of cross-method blending and application of Whole System Change methods. Rather than focus on one particular method (as most courses in this field do), the emphasis with these courses will be on "blend mastery", teaching delegates the fundamental principles underlying different methods and enabling them to create specific, situation-driven approaches, incorporating what is most appropriate across different methods.

The overall purpose of these courses is to provide training to organisational change initiators by enabling the competent facilitation of transformational change in groups of people, organisations, and communities thereby allowing the vision and realisation of an improved future together.

The purpose of the first "white belt" Professional Certificate is to enable participants to confidently and capably design, lead and facilitate groups in productive 90 minute to 3 hour collaborative meetings. The outcomes of this training are as follows:

Graduates will:

- Tell the story of the history of the field of Whole System Change.
- Describe the basic framework and principles of Whole System Change.
- Apply the principles of Whole System Change in the design of a meeting.
- Concisely explain the need and intention of meeting design and facilitation.
- Design agendi, handouts, and other support documents for meetings.
- Facilitate meaningful collaborative meetings.
- Constructively involve resistive team members in meetings.
- Utilize on-line tools to design, deliver, and follow up on meetings.
- Develop customized tools to meet the needs of a specific meeting situation.
- Create assessment tools for evaluation and process improvement.

Please contact us for more information.

5.2. In-house training

Our standard offering includes a wide variety of courses at different levels all aimed at enhancing your understanding and strengthening your skills to deal more effectively with change. You select the category and within this the type of course that best suits the needs and experience level of your organisation. There are three **categories**:

- The **DISCOVER** courses will help you develop a good understanding of the basics of change and change management.
- The **FOCUS** course, our signature course, will help you establish intermediate competencies in support of execution. We have many years experience in assisting corporates with implementing large scale organisational change in project environments. **Managing change in project environments** draws on this experience and is aimed at equipping change practitioners to position, manage and sustain change implemented in project environments.
- The **ENHANCE** courses are aimed at creating deeper competencies to expert level and covers a range of topics that will develop your abilities to manage, facilitate and / or lead change.

The course **types** we offer are Change Management, Communication, Conflict Management, Facilitation, Research Methodology and Training. For more information, please request a copy of our in-house brochure.

5.3. Custom training

If our clients have requirements that are not met by our standard offerings, we utilise our large repository of existing course material and draw on the extensive intellectual property and experience base of our parent company - ChangeWright Consulting - to rapidly develop high-impact customised training courses. Clients for whom we have developed and presented customised training courses include Ernst & Young, First National Bank, SARS, Sasol, Aberdare Cables, Engen Petroleum, Debswana, Exxaro, Unisys and Rand Merchant Bank.

We recommend an approach that goes further than the formulation of a change management model and development of an appropriate information technology platform. It also includes the creation of a toolset to operationalise the model and training to enable the people in the application of the model and the tools. Please note that the approach proposed below will be reviewed with the client to establish their need and appropriateness.



Case study: ChangeAbility assists with SARS' change management capacity and capability drive

Since 2008, ChangeAbility has partnered with the South African Revenue Services (SARS) and has developed customised change management training material for different audience groups within SARS: employees, team leaders, line managers, project managers, human resource business partners and executives. The material includes participant guides and trainer guides enabling a train-the-trainer approach in respect of any of the audience groups. In 2009 and 2010, ChangeAbility also delivered training to SARS trainers, line managers, project managers, HRBPs and executives. We are currently assisting SARS with the development of automated internet change management tools to compliment the training material.

6. The Change Game™

The Change Game™ is a simulation tool that tests and reinforces content knowledge and understanding, but also introduces realistic complexity, ambivalence and paradox. Participants are challenged to think out of the "methodology box", and gain an appreciation of what happens when tidy theory meets reality.

When you have to lead, facilitate or adopt change in your organisation, having a methodology, a "way" to do it helps a lot. It gives you structure and helps you to focus on what needs to be done. But it is not enough. Not by a long stretch.

Change in organisations is never tidy, predictable or easy. The clarity and logic that make good methodologies so attractive hardly ever survive the first encounter with the reality of organisational change. In frustrated response, some may abandon the methodology entirely and "wing it". Others may choose to ignore reality and mechanically execute the methodology step by step.



Neither of these responses is likely to result in good outcomes. To be really effective, you need a strong ability to manage complexity, to deal with ambivalence and paradox, and you need to be able and willing to continuously reconsider, reinterpret, and refocus your approach.

The Change Game™ makes the theory practical in a fun, engaging and gently competitive manner. It encourages participants to share knowledge and learn from each other, but never allows any one individual to feel exposed. Different versions of the game cater for different change roles, levels of

expertise and mainstream methodologies. The game can also be customised to cater for client-specific approaches and content.

7. Accreditation

7.1. Project Management South Africa: Registered Education and Training Provider

ChangeAbility has been recognised by PMSA (Project Management South Africa) as a Registered Education and Training Provider (RETP reference number: 0061).

Our signature course, **Managing change in the project environment** represents 21 contact hours which contribute to continuous professional development recognised by the PMI (Project Management Institute). If you wish to claim the 21 contact hours, please keep your booking form, certificate of attendance, course material and course outline should the PMI want to verify your attendance of the training.

7.2. Service Seta: Recorded Provider

In September 2007, ChangeAbility was awarded Recorded Status, REC 337, by the Services Seta (ETQA & Learning Department). Our training courses are regarded as integral to effective workplace practice but are non-credit bearing in relation to Unit Standards and Qualifications. These courses do not fall within the ambit of the NQF. Please note that Services Seta member paying stakeholder will be able to claim from their grants if they use Recorded Providers.

8. Conclusion

Ultimately, with regard to change management, it is not so much *what* is done that makes the difference, but *how* it is done. Doing change well often requires knowledge and understanding that extends far beyond the basics.

We offer change management training that extends far beyond the basics.

Contact us

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South Africa

You can contact ChangeAbility by sending an e-mail to: enquiries@changeability.co.za.

Alternatively, you are welcome to contact one of the directors of ChangeAbility:

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