

# Change Management

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Training programme designed and delivered by  
**Dr. Constantine “Dino” Kiritsis** and  
**Mr. Tim Kemp**



PwC's Academy





# Overview

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In today's dynamic business world, new changes arise from influences well beyond the control of any company. The recent Pandemic proved that.

Every organization can benefit from creating a more effective way to manage change. Leading corporations are adopting change management as an organizational competency, viewing it as their competitive advantage.

## **Our training programme aims to:**

- help participants understand how to manage change practically through real cases
- understand the critical factors of different change management projects
- provide insights as how to manage change in challenging environment
- be able to deal with resistance, difficult stakeholders & lead more efficiently.

**Specifics:** The programme attempts to “drill down” into the realities of managing change and provides insights as to how to manage change in challenging environments and from personal perspective.



# Agenda

**Module 1 – 10 March 2021, 09:00 - 13:00**

**Dr. Constantine “Dino” Kiritsis:**  
Change in challenging environments

Change Acceleration & Adaptability –  
“Stop the world, I want to get off!”

Change & “Disruption”

**Managing change:**

- Business Acumen as a requirement for understanding change
- Internal & External triggers
- Cases

**The change process**

- Change as a “project”
- Creating the need for change (why)
- Stakeholder Assessment
- Change theory 1 – Lewin’s steps
- Change theory 2 – Kotter’s steps
- Risk Management & Change
- Managing Resistance
- Implementing the change & making the change permanent (institutionalize).

**Module 2 – 15 March 2021, 09:00 - 13:00**

**Tim Kemp:** The impact of change to the individual

**Change is getting stranger**

- The threats seem to be everywhere
- Change isn’t like it used to be

**Anxiety and our neurological responses to threat**

- Why some don’t get panic attacks, but others do
- Isolation and Hypervigilance

**Feeling fast but thinking slow**

- Our two-system brain
- Five anxieties in search of reassurance

**What do people need from their managers and leaders when things are challenging?**

- How can we help others/colleagues cope with change?
- Prioritisation
- Presence
- Perspective.

**Module 3 – 22 March 2021, 9:00 - 11:00**

**Wrap Up Session | Discussion on the „soft“ and „hard“ aspects of Change with Dino and Tim**



# Change Management



Module 1: 10 March 2021 | 9<sup>00</sup> – 13<sup>00</sup>  
Module 2: 15 March 2021 | 9<sup>00</sup> – 13<sup>00</sup>  
Module 3: 22 March 2021 | 9<sup>00</sup> – 11<sup>00</sup>



**Live-online session**  
ZOOM Platform



**€ 250 excl. VAT per person**



Training will be delivered in English

## How to register?

Send us an email at: [bg\\_pwcacademy@pwc.com](mailto:bg_pwcacademy@pwc.com) | Tel: +359 894 333 058  
[www.pwc.bg](http://www.pwc.bg)



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## Lecturers

### Dr. Constantine “Dino” Kiritsis

**Dr. Constantine Kiritsis** - Entrepreneur, consultant, public speaker, author - founder of StudySmart & Award Winning International Curriculum Development Expert for PwC. He is a world-class inspirational professional who has delivered over 20,000 hours of professional qualifications and corporate training in the past 20 years in over 45 countries globally.

He holds a Bachelor's degree from the University of Connecticut (USA), a Masters and a PhD from the University of Surrey (UK), a Diploma in Corporate Governance from the ACCA (Association of Chartered Certified Accountants) is a Fellow RSA UK, an Associate Member of the International Compliance Association UK AICA), and a Senior Certified Professional from the Society of Human Resource Management (SHRM – SMP) USA.



### Tim Kemp

Tim Kemp has over 30 years working as a facilitator and Learning & Development specialist. He was the reactive force behind a range of learning simulations, podcasts, video 'triggers' and web seminars. He is the Programme Director for UNICEF's global management Masterclass, Senior Consultant with Korn Ferry International - working on Diversity, Leadership and Cultural Agility projects – and Senior Consultant with Leading Women (a US-based company specializing in gender dynamics. Tim is a faculty Member, PwC Academy in Eastern Europe for the Mini MBA Programme.