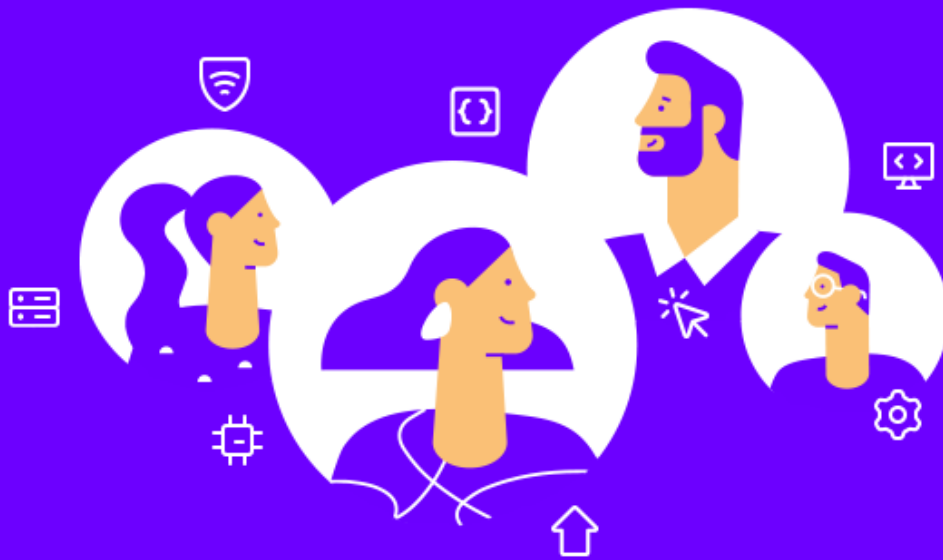




# Ninety Nine

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## Step Up:

### Program for New Managers in IT

Essential leadership skills  
for tech people

5 MODULES

October – December 2024, Campus X



## Concept & Topics

For the last 10 years we have trained more than 1000 leaders and managers in IT to face the challenges of the managerial role in a dynamic and ever-changing industry. In “Step up: Program for New Managers in IT” we distill the key skills a manager in IT should master to succeed in their role – the mission of the program is to support first time managers in IT in their transition from an individual contributor to a manager.

The program is suitable for new managers with up to 1 year of experience.

Our aim is not only to build a leadership skillset but also to ignite the process of building the mindset of a manager that will help first-time managers grow in their role.

In 5 one-day modules we will share best practices, work on realistic industry-specific business cases, provide opportunity for the participants to practice, share experience, give and receive feedback and build the foundations of their future leadership careers.

The 5 main topics of the program are:

**Module 1:** Transitioning to a managerial role, time management & prioritization: *How what I do should change when I take upon a managerial role?*

**Module 2:** Interpersonal effectiveness: *How to properly handle communication, relations and own emotions?*

**Module 3:** Delegation and supervision: *How to achieve the right balance between empowerment and supervision and avoid the micromanagement trap?*

**Module 4:** The Art of Feedback: *How to give feedback with impact and use feedback I receive to grow?*

**Module 5:** Managing performance and underperformance: *How to ensure performance is on par with expectations and handle the underperformers?*



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## Modules Content

### **Module 1: Transitioning to a managerial role. Time management & prioritization.**

- The challenges of the managerial role
- Main functions of the manager
- The importance of understanding your role and how to sync role expectations
- The challenges of time management when you become a manager and how to handle them
- Prioritization – how to spend your time on the things that really matter

### **Module 2: Interpersonal effectiveness**

- The communication process and why miscommunication happens so often
- Understanding our personal focus: achievement, relationship or power and how it can impact our effectiveness as leaders
- Managing emotions and relations: awareness on how your emotions influence your decisions and relations
- The art of conversation: conducting meaningful 1\*1 meetings.

### **Module 3: Delegation & supervision**

- Overcoming the barriers to delegation
- Elements of the delegation conversation
- Supervisory styles
- What is micromanagement and how it influences your team?
- How not to micromanage and be sure that everything goes well?
- Leadership behaviors lead to empowerment

### **Module 4: The art of feedback**

- Formulating feedback – the principles of effective feedback
- How to give corrective and supportive feedback – steps in the conversation.
- Dealing with difficult reactions to feedback
- How to receive feedback and benefit from it?

### **Module 5: Managing performance & underperformance**

- Factors influencing performance
- Setting the right expectations: behaviors, learning and goals
- How to formulate effective performance metrics
- The structure and tools for a successful performance review
- Dealing with underperformance: early signs, interventions and agreement that works.

# Facilitator



**Ivailo Iliev**

Master's degree in Work and Organizational Psychology and variety of licenses for applying training and organizational development methodologies (CIPD, Management Systems, SHL).

Two decades of extensive experience in designing and delivering developing programs for soft and leadership skills. Hard focus on working with fast growing companies and companies, which go through changes and transformations.

Designed and conducted leadership development programs for many of the leading companies in the software development industry in Bulgaria with over 1000 IT leaders and managers trained for the last 10 years.

# Facilitator



**Aleksandra  
lotsova**

Master in "Pedagogy" - SU "St. Climent Ohridski. Certified trainer in Outward Bound Bulgaria and Intertouch - Outward Bound Czech Republic programs.

For more than 20 years I have been training people in different industries, managers, entrepreneurs, artists, youth and even kids. My experience as a trainer spans across organizations from corporate and financial sectors to non-governmental sector.

## **Specializations**

- Communication skills
- Time management & prioritization
- Giving effective feedback
- Managing conflict and disagreements
- Presentation skills

# Sign-Up Terms

## **Dates**

Module 1: 3 October

Module 2: 17 October

Module 3: 7 November

Module 4: 21 November

Module 5: 5 December

## **Sign-up deadline**

30 September

## **Venue**

Campus X, Community Green

## **Price per participant**

EUR 1390

## **15% Discount for 2<sup>nd</sup> and 3<sup>rd</sup> participant (Max 3 participants per company)**

## **The price includes:**

- Before and After sessions with immediate manager and L&D function in the company to discuss a PDP for the participant.
- The trainings delivery
- All necessary training materials

## **The price does not include:**

VAT



### Contact

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