

EMPLOYEES & MANAGERS

# Shore Learning Guide

December 2021 - February 2022

#BeingMyBestMe

# Your learning academy

## Supporting your growth

So many of you've already taken the opportunity to take part in, and benefit from, the learning events we've hosted over the last few months, which is fantastic! For those that haven't yet joined we hope that feedback from your colleagues, or a positive resolution for the coming year, will encourage you to sign up. We look forward to seeing you there.



This, our second shore learning guide, outlines some of the specific sessions on offer over the next three months and our 'plan on a page' gives you an overview of our general curriculum and what support is available at each level. As you, and your line managers, have your Development Conversations in January we're sure the information in this guide, online and on *The Cove* will give you a great starting point to discuss your requirements and plans.

To support your development conversations here's a few handy hints and tips:

- 1. Think about YOU.** Easy to say but often harder to do so try using toolkits like 'MyBestMe' on The Cove.
- 2. Understand how we Learn.** Development is not something that happens on a course, in fact that's just a small element of how we learn. Development comes from experience '#Learn It', exploration '#Discuss It' and putting it into practice '#Try It'.

### 70-20-10 Approach to Learning



- 3. Learning and Wellbeing go hand-in-hand.** There's a paradox with learning that we hear time and time again that is 'I'm just too busy, too stressed, to develop myself'. In the same way that most of us now understand that we need 'good habits' to manage our wellbeing and health, it's important to also recognise that lifelong learning and continuing to be curious IS one of those habits we should be practicing. To learn about wellbeing take a look at page 8 and our new 'Wellbeing and Mental Health' workshop.
- 4. It's about Empowerment as much as Planning.** Moving into 2022 we should be able to say that the days of autocratic leadership are long long gone. Whether you're a team member or a leader, understanding the importance of coaching – giving, and asking for, feedback is critical. It's a cornerstone of self development. If you feel your understanding of this topic is not where it should be, take a look at our new 'Coaching and Feedback' programme on page 6.

So whether it's 'Power Hours', 'Leaders Exchange' sessions, Cove resources and toolkits, or asking for new opportunities, projects or experiences to stretch you – there's a wealth of support available to you.

Wishing you a very happy and healthy start to 2022!

your Learning Team

#BeingMyBestMe

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“Creating a healthy mindset is an investment in your overall wellbeing.”

# Shore learning offering

## On a page



all employees

### NEW STARTER INDUCTION

#### Company induction

For all colleagues new to Carnival UK  
Introduction to our vision, brands, life at Carnival UK and HESS

#### Culture Essentials

Introduction to Culture Essentials

### SELF-DIRECTED LEARNING

The Cove

#### My Best Me resources

Self-assessment to identify focus areas  
Short videos, reading, quizzes and e-learning  
Reflection documents and 1:1 templates

#### Future WOW resources

#### Wellbeing resources

Remote and hybrid working tools and hacks

### POWER HOURS

60 minute skills sessions  
Interact with colleagues across the business  
Remote and face-to-face sessions, groups of up to 20  
*Office 365 sessions*

#### Coaching and Feedback Skills NEW

Introduction to essential models and practice

### PROFESSIONAL DEVELOPMENT

Individual needs identified through development plans  
Mapped and offset against our work Apprenticeship Levy funding including accountancy, IT, HR, project management and coaching skills



all managers

### LINE MANAGER INDUCTION

From Apr 2022

#### Blended modules

Manager responsibilities, performance cycle and essential processes  
Systems training including Markview and HR portal

#### Recruitment skills training

Sessions for managers new to hiring

### SELF-DIRECTED LEARNING

The Cove

#### My Best Me manager resources

Self assessment to identify focus areas  
Short videos, reading, quizzes and e-learning  
Reflection documents and 1:1 templates

#### Future WOW manager resources

#### Time for Well-being resources

### LEADERS EXCHANGE

60 minute sessions  
Thought leadership and peer learning  
Topics include motivation, morale and staying connected  
Explore challenges with other leaders  
Delivered remotely to groups of up to 15  
Further learning support based on themes identified

### MANAGER'S ESSENTIALS

From Apr 2022

Modules for new line managers  
Focus on essential leadership and management skills  
Topics include team engagement, coaching and performance management  
*Supporting your team's wellbeing and mental health NEW*  
Manager's responsibilities, tools and support



leadership development

### ASPIRE PROGRAMME

From Jan 2022

Leadership development programme  
Identify skill and behaviour gaps against high performance indicators  
Core modules focused on leadership skills and our Culture Essentials  
Additional modules tailored for business areas

### COACHING SUPPORT

#### Only with the agreements and sponsorship of your leadership team

Individual coaching needs identified through development plans  
Coaching pool and matching programme for people being coached and their managers

### FURTHER LEARNING SUPPORT

From Mar 2022

Mentor programme/framework  
Learning communities to support peer sharing and best practice including coaching

To find out more about any of the above... check out *TheCove* or refer to the FAQ's at the end of this guide

# Calendar of activities

December	January	February
<p><b>POWER HOUR</b> The Power of Sleep Overcoming Distraction</p> <p><b>DEVELOPMENT PLANNING RESOURCES</b> To support development planning activities</p> <p><b>GETTING THE MOST FROM OFFICE 365</b> Programme of sessions</p> <p><b>INTRODUCTION TO CULTURE ESSENTIALS</b> Plot sessions for new starters</p>	<p><b>POWER HOUR</b> Embracing The New Normal Identifying and Building a Growth Mindset</p> <p><b>COACHING AND FEEDBACK SKILLS</b> Available to book via <i>TheCove</i></p>	<p><b>POWER HOUR</b> Overcoming Imposter Syndrome An Introduction to Emotional Intelligence</p>
<p><b>FUTURE WAYS OF WORKING COVE RESOURCES</b> Resources to support hybrid working</p> <p><b>SUPPORTING TEAM DEVELOPMENT</b> Resources to support with development planning discussions</p>	<p><b>LEADERS EXCHANGE</b> Managing and avoiding Firefighting</p> <p><b>SUPPORTING YOUR TEAM'S WELLBEING AND MENTAL HEALTH</b> Available to book via <i>TheCove</i></p>	<p><b>LEADERS EXCHANGE</b> Influencing Others</p>
<p><b>leadership development</b></p>	<p><b>ASPIRE</b> Pilot programmes launch</p>	



## Consider how our calendar of events can support your individual development needs

Planning your development helps you focus on the future and what you need to get there. Whether you want to be the best you can at delivering your goals, or get closer to your next career move, we recommend you use our development planning guide (IDP), together with My Best Me.

Our simple six step plan, guides you through exploring your strengths and development areas and discussing these with your manager, agreeing and setting achievable goals and tracking and reviewing these.

We recommend you regularly review your development needs and update your goals via MyHR portal. Access the Development Planning Guide through My Best Me which you can find on *TheCove*. Here's a reminder of our development planning cycle:



# Power Hours

## Brilliant bite-sized sessions to support your development

Interactive 'Power Hours' are available to everyone. They're designed to boost your knowledge and skills within a bitesize amount of time so that it doesn't require huge commitment from you or your diary. The subjects covered will be topical, relevant and sometimes a little quirky or fun.



all employees



sessions



We will be joined by Future Proof who will deliver interactive 60 minute sessions aimed at sharing knowledge, tips and best practice. You'll leave these sessions with loads of practical tips and tricks to experiment with, not just in work but outside work too. Here's some of the topics we are covering over the next 3 months...

“Lots of useful tips and very thought provoking, I'm already using some suggestions and left the session feeling really positive about small changes I can make.”

Search for Power Hours on *The Cove* to book onto a session today

### December

#### The Power of Sleep

Most of us take it for granted, but sleep is our very own superpower. In this session we'll take a look at how sleep works, what it actually does and cover some practices for improving sleep that can make you feel and perform even better.

#### Overcoming Distraction

Does your attention need more attention? You're not alone! We'll explore how technology is waging war on our attention spans and equip you with some solutions to start fighting back and overcoming digistraction.

### January

#### Embracing The New Normal

The "new normal" is already here, but what does that mean for most of us? We'll take a look at the past year, explore some emerging trends and explore what we can do to embrace our future of work.

#### Identifying and Building a Growth Mindset

Mindset is something that we can change through practice and in this session, we'll uncover the differences between a fixed and a growth mindset as well as how you can adopt some of these practices to achieve more than you ever thought was possible.

### February

#### Overcoming Imposter Syndrome

So often, we're our own worst critics and hold ourselves back from fulfilling our potential. This session explores the different forms of self-sabotage and how to manage them.

#### An Introduction to Emotional Intelligence

This session uncovers the real meaning of Emotional Intelligence (EQ), dispelling some of the myths around it and sharing advice on how you might grow your own emotional intelligence.

### Additional

#### OFFICE 365

Sessions to help you get the most from the integrated capabilities of the Office 365 Suite These will incorporate the things you need to know with the functions you need to perform (Communicate, Analyse, Present etc.) to help you understand how to be more effective and productive.

Learn *it*



# Coaching and feedback skills

## Tools and techniques to help you develop your skills...

Using a coaching approach when interacting and support others, can enable them to feel empowered, motivated and identify their own ways to develop and grow.

Our new skills workshop is suitable for everyone who gives feedback and supports others as part of their role. Designed to introduce you to some coaching techniques, you'll have the opportunity to:

- Learn what makes a good coach
- Explore different approaches to coaching
- Explore a model for giving feedback
- Practice using a coaching framework for conversations
- Discuss additional tools and learning to support you



all employees



session



## The Cove

To help you explore the topics and Power Hour themes that will support you most, why not use the My Best Me toolkit on *The Cove*.



My Best Me makes planning and developing yourself easier than ever.

We want every colleague to be brilliant at delivering unforgettable holiday happiness, whether that means planning the next step in your career or being brilliant at what you do today.

**My Best Me** will help you:

1. Spot your development areas so you know where to focus
2. Build a personal action plan to get you where you want to be
3. Build new skills that work for you
4. Keep track in your 1:1s
5. Live the Culture Essentials

Make a start today by logging into *The Cove*, then go to Library and register for My Best Me. Identify your focus areas with the self-assessment quiz and access reading, videos, eLearning and self reflection tools to help you build your skills.

Search for Coaching and feedback skills on *The Cove* to book your space on a session

Learn *it*



# Join our Leaders Exchange

## Developing an inclusive leadership approach...

Join managers from across the business for our practical and interactive sessions, to help you explore your leadership skills.



all managers



sessions

As managers we need to consider the environment we create for our teams, through the way we lead and support others. These sessions offer you an opportunity to meet with leaders from all corners of our business, in a safe space to share ideas and experiences, discuss challenges and build new relationships.

**What to expect...** We will be joined by Potential Plus who will share best practice, tips and ideas on leadership topics relevant to our current challenges. These 60 minute sessions are available to all managers at all levels and you can expect to come away with practical leadership ideas for you to experiment with straight away.

Here's the topics we're covering in January and February...



January

### Managing and avoiding Firefighting

Ways of working are continually evolving, which brings pressures. Being able to manage and execute tasks consistently to a high standard, at short notice, involves skills that we build over time and with experience. This workshop will explore your experience, offer top tips and give you actions to take away.



February

### Influencing others

Having an impact and getting the desired results can be difficult at times, especially when our interactions are not always face-to-face. How do we maximise our ability to influence others to take responsibility, do the right things and get the desired results? In this short session we'll discuss how to tip the balance in our favour.

“I really enjoyed the session, very useful to hear others views on what drives them.”

“Great concept, short, insightful, and easy to digest!”

Search for LeadersExchange on *The Cove* to book onto a session today

Discuss it



# Supporting your team's wellbeing and mental health

## Helping you to look after your teams...

As leaders we are continually impacted by the requirements and context we are working in, so it's critical, that we support our own and our team's wellbeing to be able to deliver our goals and the needs of the business.

Our new workshop, available to all managers will take you through some tools and approaches that you can use to support your teams. During this session you'll have the opportunity to:

- Explore the importance of wellbeing practices
- Identify your responsibilities as a manager
- Learn how to spot the signs and how to help
- Discuss how to have great wellbeing conversations
- Understand what's available to support you and your teams



all managers



session



## The Cove

Our Cove resources can also support you to level up your leadership skills and identify the focus areas for you to discuss and explore.



### My Best Me for Managers

This programme of self learning makes developing yourself and building skills to help you get the most from your team, easier than ever – whether that means planning the next step in your career or being brilliant at what you do today. Take the quiz to identify your development areas.



### Future ways of working resources

How you and your teams work now and in the future will continue to evolve. These resources contain guides, tips and further support to help you have great one-to-ones, effective meetings and team discussions about your ways of working.



### Time for well being resources

Start encouraging positive wellbeing with your colleagues and support their mental health. Time for wellbeing provides you with everything you need to have great conversations and offer support to your teams and colleagues.

Search for Supporting your team's wellbeing and mental health on *The Cove* to book your space today!

Discuss it



# #BeingMyBestMe Everyday

## FAQ's

### Frequently asked questions

#### 1. How do I book onto the scheduled learning sessions?

You'll find all the information and instructions you need on *The Cove*, just follow the links. If you have any issues logging on, give the Learning team a call and we'll help out.

#### 2. If I've got a development need what do I do?

Always speak to your line manager in the first instance. We'd suggest that you use our Development Planning Guide, which you'll find via My Best me on *The Cove*. The guide can help you and your manager assess the development need and activity that would be of most benefit to you. And remember it's not always about just attending courses – development can come from our experiences or access to people or resources that help you to grow.

#### 3. Can I still join the Power Hours and Leaders Exchange sessions if I'm also doing another programme?

A small number of you may be taking part in ASPIRE Leadership Development or Charting My Success Career Programme. You're still very much welcomed and encouraged to attend the sessions in this guide where relevant to your personal development plan.

#### 4. If I have a Professional Development requirement, can I use the Apprenticeship Levy funding to pay for the course?

We're able to access Government Apprenticeship Levy funding. This funding depends upon a number of factors including the types of qualifications that you may already hold. The Learning Team will be undertaking a review of requirements and levy funding roots later this year so, if appropriate, we'll let you know via your Business Partners if there are funded professional development routes available to you.

#### 5. If there is a cost for my Professional development, will the company support me?

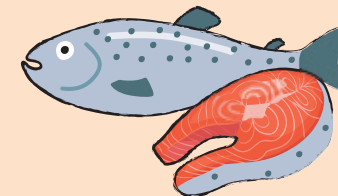
We want to support the development and growth of all our people, whether we can support the cost of a programme will depend on a number of factors. As before, start with developing a clear Development Planning Guide and rationale for the development you feel you need, have a development conversation with your manager and Business Partner and refer to the training policies in 'ASK HR' to understand what conditions would need to be met.

## Food for your Brain



### Blueberries

Protect the brain from damage, improving learning motor skills and vision



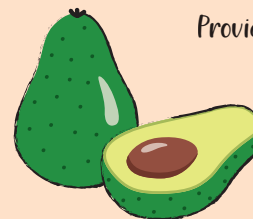
### Salmon

Is a source of omega 3, important for memory



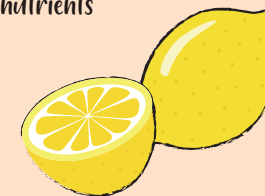
### Nuts & Seeds

Provide oxygen flow and nutrients for your brain



### Avocado

Is high in vitamins E & C, improving blood flow and boosts concentration



### Lemon

Is high in potassium, nourishing your brain and aiding clear thinking

## Questions?

For anything else please contact us at [learning@carnivalukgroup.com](mailto:learning@carnivalukgroup.com)



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