

EMPLOYEES & MANAGERS

Shore Learning Guide

March - May 2022

#BeingMyBestMe

Your learning academy

Supporting your growth

Welcome to the latest edition of our shore learning guide which has been created to make you aware of what's available to you to support your development journey. In this guide you'll find a calendar of activities and details of the topics we'll be covering in our Power Hour and Leaders Exchange sessions over the next three months.



We're already part way through another busy year that's full of opportunities to test, learn and improve, and as we continue to deliver for our guests we're constantly evolving the ways we work and interact. So, whether you're navigating a new challenge or working towards pre-set goals, take time to reflect on what you're learning and how you can continue to build your skills and experience.

#BeingMyBestMe

"Often our greatest learning comes from the small changes we make to how we work and behave."

Being your best you...

Driving your own development starts with being clear on your strengths and development areas so you can focus on these to help you deliver your goals and work towards your career aspirations. On page 6 you'll find more information on how My Best Me is designed to guide you through a process of identifying what you want to achieve, finding relevant learning, using reflection templates to help you work through what you've learnt and discussing it with your line manager.

Living and breathing our Culture Essentials...

Demonstrating our Culture Essential behaviours enables us to build a strong culture together. Speak Up, one of our Culture Essentials, is about being open and honest and having the courageous conversations we need to have to move forward and Improve. To help clarify the right course of action when someone speaks up we've created a toolkit. See page 7 to find out more.

Learning is always on...

Over the last couple of years we've all experienced life and work in new and different ways and we've hopefully learnt things about ourselves and others that help us to adapt and grow. Development is not something that happens on a course, it comes from new knowledge and experiences '#Learn It', through interactions and exploration '#Discuss It' and then putting ideas and thoughts into practice '#Try It'.

There are plenty of activities and resources to support you. From our short interactive soft skills sessions where you can learn with other colleagues, to self-serve articles, videos and podcasts you can work through at your own pace on 'The Cove'. So, don't delay, be curious about what's available to you and try something new to help you keep your learning alive!

your Learning Team

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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 ways of working (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

Office 365 sessions

Coaching and Feedback Skills NEW

Introduction to essential models and practice

PROFESSIONAL DEVELOPMENT

Individual needs identified through
development plans

Apprenticeship Levy funding
including accountancy, IT, HR, project
management and coaching skills



all managers

LEADERS EXCHANGE

60 minute sessions

Thought leadership and peer learning
Topics include prioritising and
authentic leadership

Explore challenges with other leaders

Remote and face to face sessions

Further learning support based
on themes identified

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 ways of working (WOW) manager resources

Time for Wellbeing resources

LINE MANAGER INDUCTION

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

MANAGERS ESSENTIALS

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

UNDER DEVELOPMENT



leadership
development

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

ASPIRE PROGRAMME

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

FURTHER LEARNING SUPPORT

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 *The Cove* or refer to
the FAQ's at the end of this guide

UNDER DEVELOPMENT

Learn *it*

Calendar of activities

March	April	May
POWER HOUR Building compassion: The secret ingredient of success The influencing style guide NEW COVE RESOURCES To support our Power Hour sessions GETTING THE MOST FROM OFFICE 365 Programme of sessions COACHING AND FEEDBACK SKILLS Available to book via <i>TheCove</i> (Monthly)	POWER HOUR What language do you speak? Mindfulness – more than yoga retreats and meditation	POWER HOUR Thinking outside the box Impact: Making it personal
LEADERS EXCHANGE Why should I stop and re-prioritise? SUPPORTING YOUR TEAM'S WELLBEING AND MENTAL HEALTH Available to book via <i>TheCove</i> FUTURE WAYS OF WORKING (WOW) COVE MANAGERS RESOURCES Resources to support hybrid working FURTHER LEARNING Resources to support our Leaders Exchange sessions	LEADERS EXCHANGE Holding up the Leadership mirror	LEADERS EXCHANGE The Power of authentic leadership



for all employees



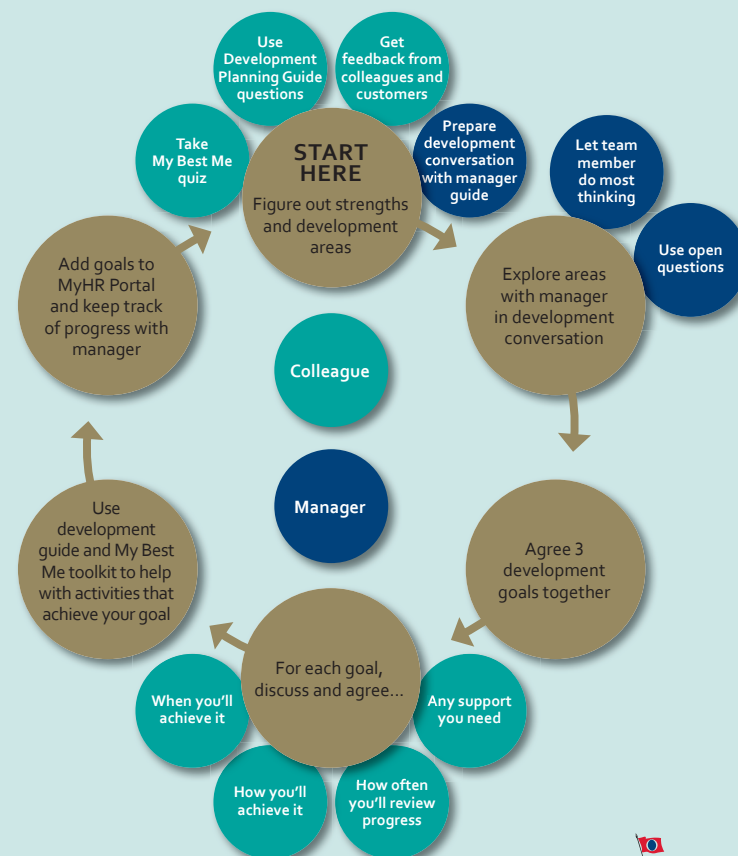
for all managers

How can our calendar of activities support you with your development needs?

Creating a plan for your development helps you to define a focus for the future and identify the learning you can explore to help you build your skills. Whether you're aiming to be the best you can be in your current role or have your sights set on your next career move, our [development planning guide \(IDP\)](#) along with the My Best Me toolkit on *TheCove* will aid you in your development - .

Follow our six step plan to understand your strengths and development gaps and discuss these with your manager. With their support, you can agree and set achievable goals whilst tracking and regularly reviewing your progress.

Sign up to My Best Me via *TheCove* to start your development journey!



CARNIVAL UK

Learn it

Power Hours

Brilliant bite-sized sessions to support your development

Our Power Hours are bitesize sessions created to refresh your skills and boost your knowledge across a variety of topics. These sessions are available to all employees, with the option of virtual and face to face attendance so you can get involved regardless of where you are.

Our learning partners ,Future Proof, will deliver interactive 60-minute sessions and provide you with practical tips to take away and trial in your professional and personal lives. Building new relationships with others around the business and gaining new ideas is a great benefit of these sessions.



all employees



sessions

“The Power Hours have been really engaging and valuable in my everyday life. It’s been a fabulous opportunity to share experiences with colleagues around the business and recognise we share many of the same concerns and worries – it’s not just me.”

SHELDON BEDWELL

Click here to search for Power Hours on The Cove and book onto a session today

March

The influencing style guide

In the first part of our series on influencing we'll introduce several influencing styles before encouraging you to do some self-exploration to find your own preferred style. We'll also share some practical tips to understand the styles of others.

Building compassion: The secret ingredient of success

In this session, we'll discover how to create a better workplace and a better self through the power of compassion. You'll come away with practical tools and tips which you can use to become more successful purely by being kinder to yourself and to others.

April

What language do you speak?

We place a lot of emphasis on our words and tone, but often overlook the hidden messages we send through our body language. In the second part of our influencing series, we'll take a look at how you can become more effective by using your body to reinforce your communication, online and in-person.

Mindfulness – more than yoga retreats and meditation

This session takes a very practical look at how you can use mindfulness to create valuable headspace, summon motivation and simply make life easier by introducing techniques that anyone can use in everyday life, even if it's "not your thing".

May

Impact: Making it personal

Ever had an important meeting, interview or even a conversation where you wished you had made more of an impression? In the third and final part of our influencing series, we'll look at ourselves as individuals and consider the practical steps that we can take to make sure we have a personal impact.

Thinking outside the box

Sometimes situations require a different approach, or we must make decisions without all the facts. In this Power Hour we'll look at some new and effective ways of tackling challenges, breaking them down and getting results without feeling like you're going round in circles.

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

A pathway to being My Best Me

Taking charge of your development has never been easier...

1 Take the quiz to identify your gaps

2 Build your action plan considering the 'what' and 'how'.

3 Use the handpicked bitesize content to build your skills

4 Use the reflection guide to consider your learning and start a conversation with your manager

5 Live our Culture Essentials

Whether you're planning for the next stages of your career or aiming to be even better at what you do today, the My Best Me toolkit will help you to take the first step toward driving your own development. Start by logging into *The Cove* and going to the Library to register for My Best Me.



all employees



How is My Best Me different?

The My Best Me pathway takes you through a simple process to develop your key strengths and gain a better understanding of your areas of focus. Begin by taking the short quiz to highlight your development gaps and then build your personalised action plan – don't forget to screenshot your results so that you can refer to these later.

What content will I have access to?

You'll have access to a range of learning that is tailored to your development needs. All the handpicked content is in bitesize chunks meaning you don't need to commit a lot of your time. Whether it's an article, a video, e-learning or a quiz, you can take the learning at your own pace.

How can I review my progress?

Reflection guides are a beneficial tool to help you start great conversations with your manager, and they include questions to help you spark a conversation in your 1:1's. Although you should be firmly in the driving seat, it's important to involve your manager so they can provide support. Whilst expanding your skills, you'll also harness the behaviours you'll need to live our Culture Essentials and this helps us to deliver unforgettable holiday happiness.

What's available for managers?

The My Best Me for Managers pathway will help you to build your skills and get the most out of your team. Looking to progress into a Manager role? Work through the My Best Me for Managers pathway to improve your skills as a Manager so you'll be prepared when the next opportunity arises.

Click here to access My Best Me for all employees and managers via *The Cove*

Learn it

Spotlight on Speak Up

Introducing our new Speak Up toolkit...



Speak Up

Speak Up is about being open and honest and having the conversations we need to have to move forward and improve the way we do things.

What should we Speak Up about?

We all have a duty to Speak Up if we know or suspect any Health, Environment, Safety or Security issues, or any other wrongdoing.

But we should also Speak Up about the things we could be doing better, to help create a more inclusive and productive culture for us all. This might include sharing ideas for how we can improve our processes, or giving feedback to colleagues.

By having open and honest conversations with each other, we'll help to improve the way we work together as a team.

Search "How to Speak Up" on The Insider to find out more.



all managers



“When you see something that is not right, not fair, you have to speak up. You have to say something; you have to do something.”

JOHN LEWIS

Click here to access the Speak Up toolkit on The Insider.

Support your teams to Speak Up

It's so important that all our colleagues know how to Speak Up and feel safe and able to do so.

So far, we've released a short video and there will be further communications to encourage all colleagues to Speak Up. To help support our managers and leaders to support their teams with this, we've created a [Speak Up toolkit](#) which you can find here.

This toolkit has been created to support everyone in knowing what to do when someone speaks up and guide us to take the right course of action. The toolkit helps support us to do the right thing and to demonstrate this to colleagues through what we say and do.

If you have any questions regarding the toolkit, please contact learning@carnivalukgroup.com

Online resources to help you Speak Up

- [Vision and Purpose](#)
- [Culture Essentials](#)
- [Speak up resources on The Insider](#)
- [Policies & Procedures](#)
- [GLADIS](#)
- [Global HESS](#)
- [Employee Assistance Programme and support](#)
- [Mental Health support & resources](#)

Discuss *it*

Join our Leaders Exchange

Developing an inclusive leadership approach...

Whether you're a senior leader or a first line manager our interactive sessions can help you meet other leaders, share experiences, and build your skills.

It's important to consider how we lead and support our teams as managers and the environment this creates for our colleagues. These sessions provide a safe space to share your thoughts and experiences and work through your challenges and opportunities around specific topics, whilst building your network with leaders from all around the business. Available virtually, or face to face, you can join the conversation from wherever you are.

What to expect... Our learning partners, Potential Plus, will share their ideas, leadership models, tips and best practices on a wide range of topics and link them to our business challenges. Available to managers at all levels, the 60-minute sessions provide practical leadership ideas that you can experiment with.

"Sessions are short and sharp which means I have remained committed to my own personal development goals and managed to make this my 'me time'."

MICHELLE BLAKE



all managers



sessions

"These sessions have enabled me to come away with tangible actions and shareable insight - I'd definitely recommend them to others!"

EM NORTH

Here's the topics we are covering over the next three months...

March

Why should I stop and re-prioritise?

Having the ability to stop, reflect and plan is something we often forget to prioritise. Join this workshop to discuss the best planning approaches for you and how your first 'next steps' can really make a difference.

April

Holding up the leadership mirror

How we think we are and how we are perceived by others can be two separate things. This short workshop shares different ways to 'check in' and make sure we have the desired impact with those around us.

May

The power of authentic leadership

Are you a modern leader driving performance, hitting targets, and looking after your people? Understanding we can't do everything and be everything to everyone takes strength of character and is something we can develop. Join us to discuss your challenges and breakthroughs.

[Click here to search for Leaders Exchange on The Cove to book onto a session today](#)

Discuss it

#BeingMyBestMe Everyday

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. Once you have had the initial conversation with your line manager, the Learning Team will assess the request in line with your HR Business Partners' guidance.

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. You'll also need to 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.

FAQ's

Keeping Learning Alive



Have good conversations about everyday learning and experiences



Tap into external resources webinars, forums, Social media (LinkedIn) and articles



Expand your circle meet and share learning with internal and external connections



Make time to reflect on what you've achieved as well as where you can develop



Ask for feedback we don't know what we don't know about ourselves



Commit time for your development block out 2 hours per month for learning activities



Be curious about our offering try something new!

Questions?

For anything else please contact us at learning@carnivalukgroup.com