

EMPLOYEES & MANAGERS

Shore Learning Guide

June - August 2022

#BeingMyBestMe

Your learning academy

Supporting your growth

Welcome to the latest edition of your shore learning guide which has been created to provide you with an overview of all learning and development opportunities available. Within this edition of the guide, you'll find details of learning available over the next three months.



#BeingMyBestMe

“Experience is a master teacher, even when it's not our own.”

As we reach the midpoint of the year, now is a great time to reflect on your development so far and think about where you want to be by the end of the year and the skills and knowledge you may need to help you get there.

There is so much available to support you on your development journey, from bite sized soft skills sessions to self-serve resources via *The Cove* and Good Practice.

Learning from others ...

Now we're spending more time in Carnival House we have the opportunity to collaborate with others face to face again. Whether we're connecting virtually or in person, in a training session or working in a team to complete a project, we're always learning from those around us, even if we don't realise it.

Our Power Hours and Leaders Exchange sessions, which are available virtually and face to face, are a great way to share experiences, build new connections and learn from those around us. On page 5 and page 9, you'll find more information on sessions coming up.

Diversity of thinking ...

Working with our peers more closely again allows us to gain different perspectives and broaden our thinking. At Carnival UK we're dedicated to creating an inclusive culture of open communication, where we can challenge the thinking of others in a respectful way, to broaden knowledge and innovate new ideas.

On page 8, you'll find more information on inclusive recruitment including detail of our inclusive recruitment workshop built to support hiring managers understand inclusive practices and mitigate bias.

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
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
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

UNDER DEVELOPMENT

Inclusive Recruitment training
Sessions for managers new to hiring

MANAGERS ESSENTIALS

Modules for new line managers
Focus on essential leadership and management skills
Topics include self awareness, team engagement and performance management

Supporting your team's wellbeing and mental health
Manager's responsibilities, tools and support



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

LEADERSHIP PROGRAMMES

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

UNDER DEVELOPMENT

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

Calendar of activities

June	July	August
<p>POWER HOUR</p> <ul style="list-style-type: none"> • Building Self-Confidence • The value of lucky accidents. Finding opportunities in our mistakes 	<p>POWER HOUR</p> <ul style="list-style-type: none"> • Finding meaning in "difficult conversations" • Understanding and managing unconscious bias 	<p>POWER HOUR</p> <ul style="list-style-type: none"> • Discovering our true selves: building self-awareness • What makes you think? Neuroscience for novices
<p>NEW COVE RESOURCES</p> <p>To support our Power Hour sessions</p>		
<p>GETTING THE MOST FROM OFFICE 365</p> <p>Programme of sessions</p>		
<p>COACHING AND FEEDBACK SKILLS</p> <p>Available to book via <i>The Cove</i> (Monthly)</p>		
<p>LEADERS EXCHANGE</p> <p>Having challenging conversations</p>	<p>LEADERS EXCHANGE</p> <p>Communicating with empathy</p>	<p>LEADERS EXCHANGE</p> <p>Leadership vs Management: Where do we spend our time?</p>
<p>FURTHER LEARNING</p> <p>Further resources to support our Leaders Exchange sessions</p>		
<p>SUPPORTING YOUR TEAM'S WELLBEING AND MENTAL HEALTH</p> <p>Available to book via <i>The Cove</i></p>		
<p>FUTURE WAYS OF WORKING (WOW) COVE MANAGERS RESOURCES</p> <p>Resources to support hybrid working</p>		
<p>INCLUSIVE RECRUITMENT</p> <p>Available to book via <i>The Cove</i></p>		



for all employees



for all managers



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

If you're unsure where to begin with your development, we recommend creating a plan which will help you identify your focus areas and pinpoint the learning that will aid you in building your skills for the future. Use our [development planning guide \(IDP\)](#) alongside the My Best Me toolkit on *The Cove*.

Once you've discovered your strengths and development gaps, discuss these with your line manager and with their support, agree and set achievable goals.

With your goals in place, you can think about key activities and the opportunities highlighted through this guide and via *The Cove* to help move you towards those goals.

Power Hours

Brilliant bite-sized sessions to support your development

Our interactive 60-minute sessions are ideal for those short on time but looking to learn something new and network with new colleagues. Power Hours are open to everyone, with the option of attending either a virtual or face to face session



In just 60 minutes, Future Proof Learning, our external learning facilitator, will provide you with practical tips and takeaways. Here are the topics available to you over the next 3 months...



all employees



sessions

“ I was glad the session was face to face with colleagues from across CUK - the interactions added value to the learning. The hour was a mixture of practical exercises and discussion. Great facilitator and concise list of follow-ups, from apps to reading. Definitely recommend. ”

ROB SCOTT

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

June

Building self-confidence

How confident do you really feel? Does self-doubt ever hold you back? We can help with that. This webinar focuses on the practical steps we can all take to conquer some of our self-doubt, build our confidence and start moving towards a happier, fuller life.

The value of lucky accidents: Finding opportunities in our mistakes

There's no such thing as failure, only learning. We might have regrets and wish that we'd done things differently, but what if we could find wisdom and beauty in our mistakes? In this Power Hour, we'll see how reflecting and reframing can drive us to future success.

July

Finding meaning in "difficult" conversations

Let's be honest, nobody enjoys difficult conversations. Or do they? In this session you'll find ways to make it easier to lean into discomfort and find opportunities for growth.

Understanding and managing unconscious bias

Unfortunately, there's no cure for unconscious bias, but the next-best thing is to understand our own biases and bring them from unconscious to conscious. We'll take a look at some of the most prevalent types of bias in the workplace and share practical actions you can take to manage them.

August

Discovering our true selves: Building self-awareness

How can we grow if we don't truly understand ourselves? In this Power Hour, we'll do some introspection to gain a deeper understanding of ourselves and, more importantly, you'll come away with actions you can take forward for your own development.

What makes you think? Neuroscience for novices

Ever wonder why we think the way we do? Or feel like you wish you could make your brain work with you instead of against you? This sessions dives into the science behind what makes us tick.

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.

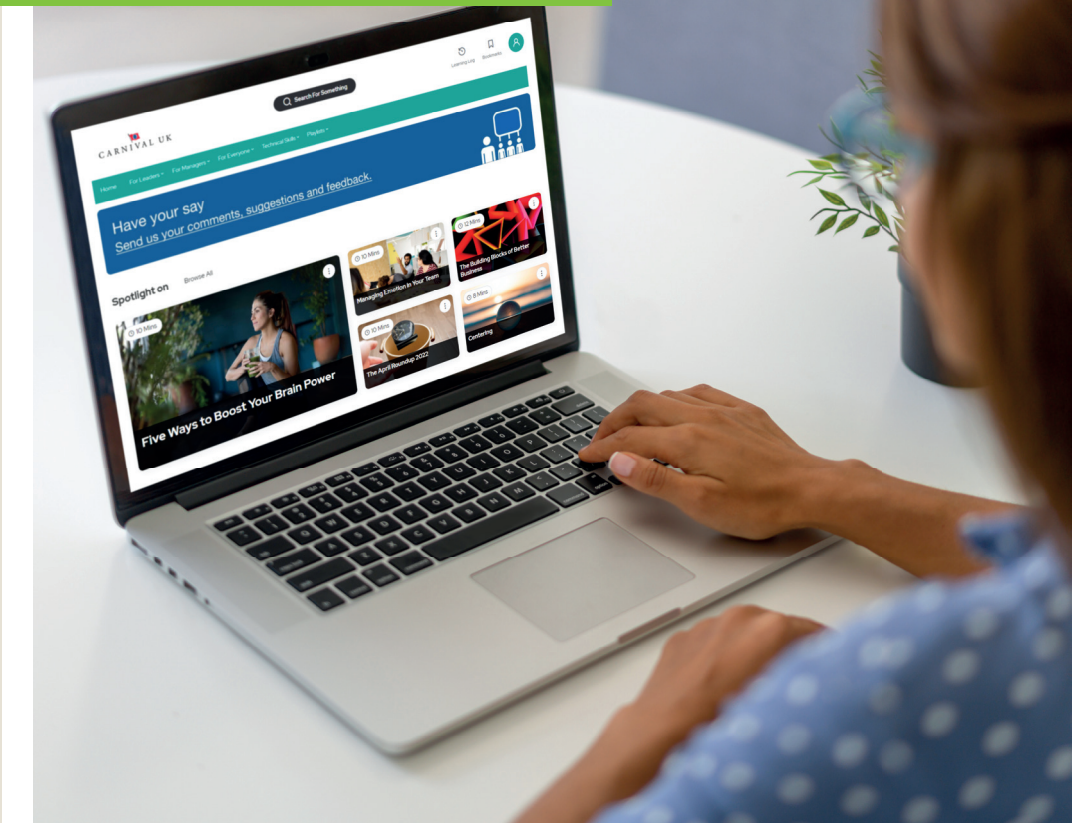
Learn *it*



Good Practice

Access to external learning to suit every style

Whether you're looking to delve into a new topic or refresh your skills on a familiar topic, Good Practice is a comprehensive platform that is jam-packed with learning resources to help resolve career challenges and broaden your knowledge.



With Good Practice, you have 1000's of external resources available at your fingertips, ranging from reading materials, podcasts, videos and more. It can be difficult to commit time to learning, but with Good Practice, each material will indicate timings so you can manage your development more effectively. Available to all employees, materials are regularly updated giving you the latest expertise on the most popular topics – you can even have the newsletter emailed to you, so you know when new content is added!

The content is broken down into handy sections so you can easily find the most relevant resources for you.

Are you an aspiring manager? You'll have access to the manager specific materials so you can build your skills ready for when the opportunity arises!

Here's some of the many topics you can find on Good Practice...

For Everyone:

- Time management
- Negotiation and Influencing
- Self-awareness

For Managers:

- Performance Management
- Motivation
- Delegation and Empowerment

For Leaders:

- Leadership
- Strategy
- Work – life balance

Technical Skills:

- Project Management
- Financial Management
- Continuous Improvement

Log into [Good Practice here](#) or via the quick links menu on the Insider to see all resources on offer!

Our quick guide to asking for feedback

How to get the most out of asking for feedback...

When was the last time you asked your colleagues for feedback? It's important to regularly reflect on your development needs and asking for feedback can help you identify things you're doing well and the areas you may need to focus on more.



We understand that receiving feedback can seem uncomfortable sometimes, however productive feedback can support you to develop and grow within your role, improve the way you work and help you to deliver on your goals. We've created a guide to help make asking for feedback second nature.

There are 5 areas to consider when requesting feedback:

1. Reflect on what you hope to gain
2. Identify the right people to ask
3. Prepare the right questions
4. Make it quick and easy for people to give you feedback
5. Prepare to receive feedback

For tips on finding the right people to ask for feedback, the best ways to ask and how to take the feedback on board to use this in the most effective way visit the guide on *The Cove*. Search for the My Best Me section.

Search for asking for feedback on *The Cove* to view the guide

Discuss *it*

Join our Leaders Exchange

Developing an inclusive leadership approach...

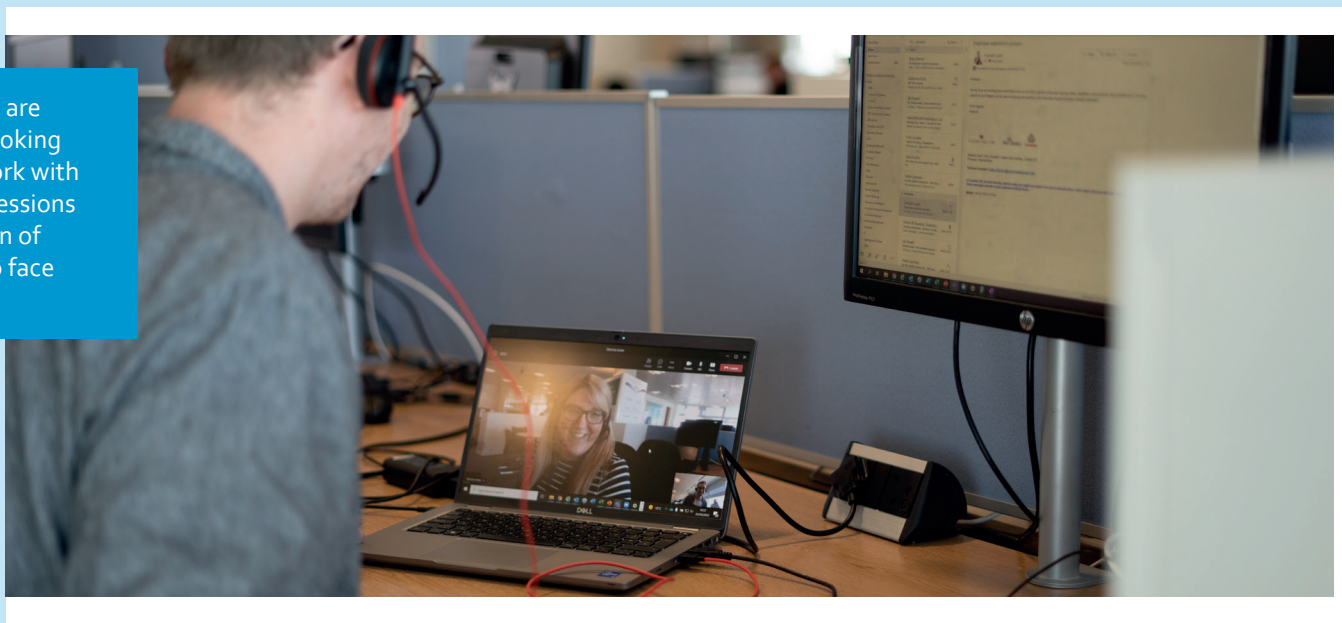
Our interactive 60 minute sessions are ideal for those short on time but looking to learn something new and network with other leaders. Leaders Exchange sessions are open to leaders, with the option of attending either a virtual or face to face session.

It's important to consider how we lead and support our teams. These sessions provide a safe space to share your thoughts and experiences and work through challenges and opportunities all while building your network with leaders from across the business.

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

“These forums are a great place to talk freely and learn about different perspectives on approach, behaviours and skills. Each session I have attended has given me some tangible actions to take away which I feel have improved my ability as a leader.”

MARCUS PEACOCK



all managers



sessions

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

June

Having challenging conversations

Being able to navigate challenging conversations is part of our everyday working lives. Modern leaders need to be able to adapt their style to make sure messages land with positive impact. This workshop will explore practical ideas to help you prepare for difficult conversations.

July

Communicating with empathy

Understanding that everyone has a life beyond business is a starting point in demonstrating empathy. We live in a turbulent, sometimes unpredictable world, and our key to success is through the people we lead.. Could you adapt your people focus and get even better results?

August

Leadership vs. Management: Where do we spend our time?

Where do we spend our time and what value is that adding? This workshop explores the different elements of Leadership and Management to help us recognise when and where to use these in a productive way. Teams are built with a variety of personalities; all require a different approach to unlocking their potential. How can you strike the right balance between the two to get the best results?

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

Discuss it

Inclusive Recruitment

Supporting us to build a diverse workforce ...

With diversity comes multiple perspectives. When team members bring a variety of backgrounds, cultures, and experiences, they are more likely to solve problems and be innovative. While inclusion is everyone's responsibility, our hiring managers have a great opportunity to attract a diverse talent pool through embedding inclusion when recruiting.



“It was a very useful session that reminded me to question my thinking. Some great knowledge and tips were shared - I will definitely be recommending this session.”

Join our learning partner, Inclusive Employers, for an interactive workshop exploring the value in developing a more diverse workforce, how we can apply inclusive practices throughout the recruitment process and how to recognise and mitigate our own biases.

Whether recruitment is a new process for you, or perhaps you just need a bit of a refresh, either way a member of our resourcing team will be on hand in the session to talk through the recruitment process at Carnival UK and the steps you'll need to take as a hiring manager. You'll come away from the session with greater knowledge and understanding as well as links to further resources.

The workshop will include:

- The value and business case for developing a diverse workforce
- An overview of the recruitment process
- Recognising and challenging our own bias
- How to practically apply inclusive practices at various stages of the recruitment process
- The impact that language and micro behaviours have on the recruitment process

When you identify a need to hire new colleagues we'll automatically invite you to attend an Inclusive Recruitment session. If you're not currently recruiting but would like to develop your knowledge in this area search for Inclusive Recruitment on *The Cove* to secure your space on the workshop.

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

Learn *it*

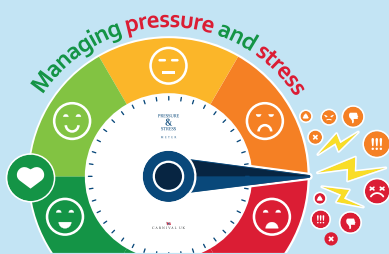
Good day at CUK

Empowering everyone to have a Good Day at CUK...

Good Day at CUK

What makes a good day at Carnival UK is different for each of us. One colleague might be looking for financial advice, while someone else is focused on eating well for heart health, and another needs guidance on mental health support for a team member.

Click on the images below to visit the Good Day page and find out more, including links to lots of self-learning resources.



[Click here to view the Good Day at CUK pages on The Insider](#)

Wellbeing webinars

Our wellbeing webinars focus on topics to support you to have a #GoodDayAtCUK

Maintaining energy and managing cravings.

22 June, 12:00-13:00 BST

Are you struggling with low energy, the 3pm slumps, food cravings or h-anger? This webinar will explain how different types of hunger affect our cravings and how to eat for sustainable energy.

Healthy eating simply means prioritizing your wellness by fueling your body with nutritious foods. It's important for many reasons, including fueling your body, acquiring necessary nutrients, lowering your disease risk, increasing your longevity, and promoting optimal mental and physical well-being.

Navigating Menopause.

11 July, 13:00-14:00 BST

Discover how to effectively manage the menopause, giving you key insights into the cause and symptoms, how to alleviate symptoms and gain the empathy required to support colleagues going through the change.

Hormones play a huge role in your normal functioning. They control heart rate, sleep cycles, sexual function, and reproduction. Your metabolism, appetite, growth and development, mood, stress, and body temperatures are all affected by hormones.

Missed one of our wellbeing webinars? Catch up here:

How to teach kids about money

Resilience and Mental Fitness - (passcode: SOA01998-2)

#BeingMyBestMe Everyday

FAQs

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.

Seas the day!

As warmer days approach, find out how and why the Summer months are beneficial to us:

More vitamin D provides the nutrients we need to keep bones, teeth, and muscles healthy

Increased water consumption helps to regulate body temperature and flush toxins from the body

Eating more ice cream which is a great source of calcium and vitamin D and A (in moderation of course)

Spending time outdoors in the sun can lift your spirits and reduce your stress levels

Summer means we have more time for mood boosting activities – for example going for a walk or reading a book in the sun can help us to feel calmer and reduce stress levels



Questions?

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