

EMPLOYEES & MANAGERS

Shore Learning Guide

September - November 2022

#BeingMyBestMe

Your learning academy

Supporting your growth

Welcome to the latest edition of your shore learning guide, providing you with an overview of all learning and development opportunities available. Take some time to review whats on offer, and identify the learning you'd like to take advantage of, including the sessions between September and November.



Throughout the year, it's important to reflect on how you've grown your knowledge and skills and think about how you might consolidate and build on it going forward. This isn't just about what courses or formal learning you've explored (learn it) – it's also about how you've grown through your professional working relationships (discuss it) and through your on-the-job experience (try it). While we all have a preferred way of learning, it's useful to look back on what you've found most effective and factor that into your continuous development planning.

Our Shore Learning Curriculum is developed with various learning styles in mind and in this, the final edition of the Shore Learning Guide for 2022, we explore some of the key topics that we know people want support with, particularly at this time of year.

Learn it, in a way that suits you

A common misconception of learning is that it needs to take place with formal training but in many cases, self-directed learning can be just as effective. On page 9, find out more about our 'Future ways of working for managers pathway' which contains various resources aimed at helping you to support your team through our hybrid working model. There is an array of resources available via *'The Cove'* and *Good Practice* that you can work through at your own pace.

Also check out our Power Hour and Leaders Exchange sessions on pages 5 and 8 – these are a great way both to learn about new topics and to forge new connections.

Discuss it, with colleagues outside of your own team

With the many new faces joining our business at the moment, we all have a great opportunity to expand our thinking with fresh perspectives. Growing our networks and building good working relationships with those already in them is key to accessing diverse thinking and solving problems to deliver for our guests. On page 7, read about our Mentoring guidelines and find out how you can benefit from the learnings of others, put these into practice in your own career and track the development of your skills.

Try it in the day to day...

Every day we are consciously and unconsciously putting our skills into practice. We might be growing and developing but without conscious effort, we might also be repeating old habits. It's really important, having learnt about or discussed a different approach, to come up with a plan to put it into practice and then reflect on what you learnt from trying it out, and apply those learnings to your continued development.

#BeingMyBestMe

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 hiring managers

MANAGEMENT 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 agreement 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

FURTHER LEARNING SUPPORT

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

September	October	November
<p>POWER HOUR</p> <ul style="list-style-type: none"> The Personal Productivity Toolkit <ul style="list-style-type: none"> How do you learn? Unlocking our potential for development <p>NEW COVE RESOURCES</p> <p>Mentor and Mentee Guidelines Challenging Conversations Guide</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>POWER HOUR</p> <ul style="list-style-type: none"> Fierce but not angry: Assertiveness for everyone Running effective meetings 	<p>POWER HOUR</p> <ul style="list-style-type: none"> Making wishes a reality: Personal Development Planning <ul style="list-style-type: none"> Managing stress (before it manages you)
<p>LEADERS EXCHANGE</p> <p>A moment of your time – When coaching makes a difference</p> <p>FURTHER LEARNING</p> <p>Resources to support our Leaders Exchange sessions</p> <p>FUTURE WAYS OF WORKING (WOW) COVE MANAGERS RESOURCES</p> <p>Resources to support hybrid working</p> <p>SUPPORTING YOUR TEAM'S WELLBEING AND MENTAL HEALTH</p> <p>Available to book via <i>The Cove</i></p> <p>INCLUSIVE RECRUITMENT</p> <p>Available to book via <i>The Cove</i> Requirement for hiring managers</p>	<p>LEADERS EXCHANGE</p> <p>The Art of Giving Feedback</p>	<p>LEADERS EXCHANGE</p> <p>Think it over – The Importance of Critical Thinking</p>



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

There is so much on offer to support your learning, but you might be thinking 'where do I start?'. You could begin by creating a plan in which you can identify your focus areas and pinpoint the learning that will build your knowledge and skills for the future. Use our [development planning guide \(IDP\)](#) alongside the My Best Me toolkit on *The Cove*.

After understanding your strengths and development areas, your line manager will be on hand to support you in your learning and help you to create and set achievable goals.

Power Hours

Brilliant bite-sized sessions to support your development

In just 60 minutes, our Power Hours will give you the opportunity to expand your network by meeting colleagues from around the business and broaden your knowledge on inspiring topics. Power Hours are open to all, with either virtual sessions, or in person at Carnival House.



all employees



sessions



We regularly receive fantastic feedback about our Power Hours, so why not find out what it's all about? Join our external learning facilitator, Future Proof Learning for one hour of fast paced knowledge sharing, where you'll come away with a multitude of tips and tricks you can put into practice. Here are the topics available to you over the next 3 months...

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

“Power Hours provide a safe space to talk openly and share your experiences.”

ANYA PARKHOUSE - TURNER

“Motivating, Empowering, Positivity.”

TERESA CROOKES

September

The Personal Productivity Toolkit

Many of us are great at getting things done at work, but how great are we at getting the things done that matter to us personally? This refreshed session is packed with even more tools for you to add to your toolbox, and to start reaping the rewards.

How do you learn? Unlocking our potential for development

Most of us are taught in the same way, but we each have our own preferences for learning. This session explores some of the main learning styles and introduces approaches that will help you get the best out of your own learning and when you're supporting others to learn.

October

Fierce, but not angry: Assertiveness for everyone

Being assertive is hugely rewarding but how, and where, can we start? This Power Hour is about practical action, beginning with small steps that build momentum so that once we get started, there's no stopping us.

Running effective meetings

We spend so much time in meetings that we often overlook some of the simple tweaks we can make to get the best results out of them. In this Power Hour, you'll learn what it takes to have successful meetings, run them more smoothly and start feeling the benefits straight away.

November

Making wishes a reality: Personal Development Planning

“A goal without a plan is just a wish” – So why do so few of us actually plan for our own development? This session takes a practical look at development planning and introduces a few tools for you to take away and create a plan that will start turning your wishes into goals and your goals into reality.

Managing stress (before it manages you)

Stress is a fact of life and it's all around us, in work and outside of work. In this Power Hour, we'll uncover the myth of work/life balance and introduce new and practical ways of managing stress, beyond just the usual clichés.

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*



Challenging Conversations Guide

Best practice on approaching difficult conversations

Whether you have an upcoming challenging conversation to prepare for, or you want to improve upon your skills for when the time comes, this brand-new guide is available to support you.



Challenging conversations can come in different forms, from giving feedback on behaviour, negotiating extensions, or telling someone that something has gone wrong. They can often make us feel uncomfortable, and some of us may even put off these discussions, to avoid any upset from either side.

Walking into a conversation feeling unprepared can make these interactions more challenging, particularly if we're uncertain of what the outcome will be or how that person might react. However, they're a part of our working life and chances are we'll come across them many times throughout our career and everyday lives, so we want to help you feel confident to address any situation that arises.

The ability to talk about sensitive topics is a critical part of working with others and can help everyone perform at their very best. A key behaviour in our **Culture Essentials** is **Speak Up** and this is about being open and honest to have the conversations we need to have to move forward and improve the way we do things.

With this in mind, we've created a guide to help you, giving you practical steps to follow so that you can approach these conversations in the right way, and achieve the best possible outcome for both parties.

Within this guide, you'll find helpful tips on:

1. Getting prepared
2. Recognising and managing your emotions
3. Structuring the conversation
4. Using the right skills
5. Next steps and follow up

The guide is aimed at helping you to build your confidence when approaching any discussion, helping you to walk into them feeling prepared and comfortable.

Search for Challenging Conversations on *The Cove* to view the guide.

Guidelines for Mentors and Mentees

Sharing experience to grow knowledge and skills

Here at Carnival UK, we see the benefit of learning from others and building your connections, so what better way to do this than mentoring? Mentoring is a great opportunity to build a developmental relationship with an experienced colleague to help you build knowledge, skills and new ways of thinking and working.



Mentoring allows you to draw insight from your mentor's knowledge, skills, and experience in order to support your own personal development. This process can help you to focus on expanding your network, planning for future roles as well as gaining a better understanding of the CUK strategy. The great news is that mentoring doesn't have to take place through a formal programme. In fact, anyone can start a mentoring relationship at any point in their career!

These relationships have so many advantages, from broadening your business and organisational perspective, to gaining confidence in our own abilities and even driving your career progression. But how can you get started?

Our brand-new **Mentoring Guidelines for Mentees** will take you through each step of the mentoring process to ensure that you get the most out of the experience and are able to draw on the experiences of your mentor.

The guide will cover:

1. What do you hope to gain from mentoring?
2. Identifying a mentor
3. Agreeing how you'll work together
4. Getting started
5. A four-stage structure to follow

Thinking about becoming a mentor?

Have you been approached to be a mentor for a colleague, and you aren't sure where to start? The **Mentoring Guidelines for Mentors** can offer you support on how to decide if you're the right fit, outline your responsibilities as a mentor, and provide you with some useful questions to ask your mentee at each stage of the process.

Search for Mentoring Guidelines on *The Cove* to view both the Mentor and Mentee guides

Discuss *it*

Leaders Exchange

Developing an inclusive leadership approach...

Are you short on time but want to boost your knowledge and broaden your network with other leaders? Our Leaders Exchange sessions are open to all managers and leaders, with the option of attending either a virtual or face to face session.

What to expect... Many of our leaders are already putting their new skills to use within their teams so come along and hear our learning partners, Potential Plus share their leadership models and explore different experiences with fellow leaders. Available to managers at all levels, the 60-minute sessions provide practical leadership ideas that you can experiment with.




all managers


60 min
sessions

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

September	October	November
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“Short, digestible and worthwhile.”
SOPHIE COLLINS

“Interacting with such positive attitudes at the sessions makes me realise we are all in this together and all willing to learn.”
JON IZZARD

A moment of your time - When coaching makes a difference

Coaching conversations often need time, structure, and process but in reality, we have limited time. This session will provide you with a process and structure and demonstrates how we can have a positive impact in minutes. Understanding that coaching doesn't stop with our teams but can also extend to our peers and even our manager, this is a refresher to help you manage those conversations.

The art of giving feedback

Often when we hear, "Have you got 5 minutes? I have some feedback for you" we tend to go on the defensive, stop listening and get our excuses ready. As a leader how do you give feedback that positively impacts people and their behaviour immediately? This short session explores human behaviour and the threat response, looking at simple and effective ways to deliver feedback that is embraced with positive action.

Think it over - The importance of critical thinking

Having the ability to notice risks and potential pit falls requires some form of mental risk assessment. Some people are wired to look beyond risk and ignore warning signs that could end up having significant impact. Using a balanced approach, how do we develop this skill to use as and when required? In this session we will share ways of turning this skill up a level to ensure we make well informed decisions based on the facts and evidence.

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

Discuss it

Future ways of working for Managers

Supporting us to work effectively ...

There's no question that our ways of working have evolved over the last two years as we've been able to test, learn and improve. Take a look at our Future ways of working pathway to assist you in having important conversations and support your team, no matter where they're working.



Our 'future ways of working' vision, is to be a trusted and empowered team, with a healthy, realistic and fair balance of office and remote working, successfully delivering for our business. In recent years, we've been able to adapt our ways of working in order to cater to our hybrid model, whilst supporting our teams to be the best they can be.

We realise that working in a hybrid way will be different for every team. Keeping your team informed, facilitating open discussions, and taking onboard feedback is all part of your role as a manager, which is why we've created a pathway packed with resources to help you navigate those conversations and meetings.

The pathway includes guides on:

- Guidelines and video on preparing for ways of working discussions
- Structuring ways of working team talk
- Having effective meetings
- Supporting your team to work in a hybrid way

These bitesize resources are packed full of practical tips and ideas, conversation starters and links to further resources that may be beneficial in helping you to support your teams.

Find the full future ways of working pathway in the library of *The Cove*

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.

The wellbeing hub can help empower you with various resources and guidance on what is the most important to you right now so that you can have a #GoodDayAtCUK and help your colleagues have one too!

Take a look at some of our upcoming themes...



Know your numbers

Learn more about your BMI, weight, blood pressure, wellbeing age, heart rate and more!

We'll be launching a new Good Day page packed full of resources!



Mental Health Awareness Month

Opportunities to learn more about protecting your Mental Health, and how to support your friends, family and colleagues through challenging times.



Addictions

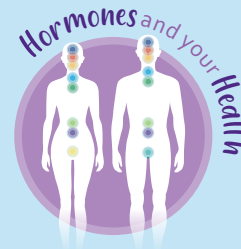
Learn more about why we're addicted to our mobile phones and online gaming alongside issues with drugs or alcohol

Launch of the Drug and Alcohol Guide

A brand-new guide aimed at managers to help navigate conversations surrounding drugs and alcohol use. Learn more about how to spot the signs and where you can go for support.

The new Good Day page will signpost you to useful resources and sources of support.

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

Discuss it

#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, just email learning@carnivalukgroup.com 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 the Charting My Success career programme. We welcome and we encourage your attendance at 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've 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.

What will you gain in 60 minutes?

Autumn is fast approaching, and with the clocks going back in October, why not make the most of your extra hour and 'fall' back into activities you enjoy!

Here's 11 ideas for how to get the best out of 60 minutes:

- Volunteer your time- Pay it forward
- Practice mindfulness or meditation
- Start learning a new language
- Start a new book
- Try a podcast or audiobook
- Go for a walk and take a new route
- Catch up with a friend or colleague
- Make your favourite meal or try a new recipe
- Start a diary or journal
- Pamper yourself- anything just for you
- How would an extra hour of sleep feel?

Questions?

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

