

COLLEAGUES & MANAGERS

Shore Learning Guide

What's coming up to support your development

March - May 2023

#BeingMyBestMe

Your learning academy

Supporting your growth

Welcome to the latest edition of the shore learning guide, here you'll find all of the learning opportunities available to you.



“Success is the sum of small efforts, repeated day in and day out.”

We've reached the point in the year where we start to look towards the future and set out the goals we'd like to achieve both personally and professionally. Having open and honest conversations with your manager, as well as asking for feedback from colleagues can help you to pinpoint your development areas. Once you've done this, you'll then be able to plan the activities that will help you develop and reach your goals.

Working towards your end goal

It's easy for us to get caught up in everyday tasks like emails and meetings, but it's important to keep the 'bigger picture' in mind. Success doesn't happen overnight – you won't be able to learn everything all at once, so break your development into manageable chunks. Whether you read a ten minute article on The Cove, or come along to a Power Hour session (find out more on page 6), there is so much on offer to keep your momentum going.

Learning from our experiences

One common misconception is that learning starts and ends in the classroom. However, learning through our own experiences is usually more impactful. Using what we've learnt in real world situations can bridge the gap between theory and practice, and helps us to solidify our learning.

Are you a manager?

Leadership and Management Essentials will offer you the chance to interact with other colleagues and share your own experiences while learning about leadership, so you can put new skills into practice.

What's going to help you get to where you want to be?

Read the guide and try something new to keep on moving and learning.

Your Learning Team

#BeingMyBestMe

Contents

- 3 Shore learning offering**
An overview of everything on offer
- 4 How can I find what's available?**
How to make the most of what's on offer
- 6 Power Hours**
Brilliant bite-sized sessions to support your development
- 8 Leaders Exchange**
Developing an inclusive leadership approach
- 10 Leadership and Management Essentials Framework Overview**
Providing a solid foundation in leadership and management
- 11 Good day at CUK**
Empowering everyone to have a Good Day at CUK
- 12 #BeingMyBestMe every day**
Frequently asked questions and Spring into action - tips to refresh your ways of working

Shore learning offering

On a page



All colleagues

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

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

Line Manager Induction

Blended modules
Manager responsibilities, performance cycle and essential processes
Leading with Culture Essentials

Inclusive Recruitment training

Sessions for hiring managers

LEADERSHIP AND MANAGEMENT ESSENTIALS LEVEL ONE

Leadership and Management Essentials

Modules for new line managers
Workshops focused on building skills and behaviours
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 AND MANAGEMENT ESSENTIALS LEVEL TWO & THREE

Leadership and Management Essentials

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

Learn it

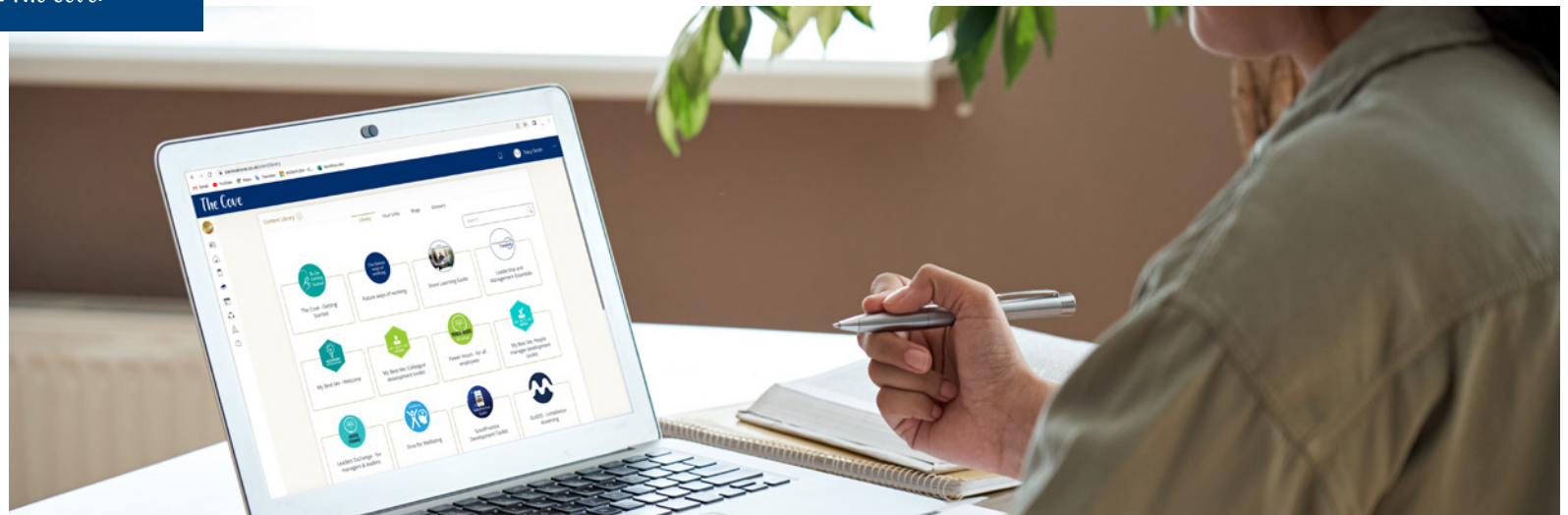
How can I find what sessions are available?

Supporting you to drive your own development

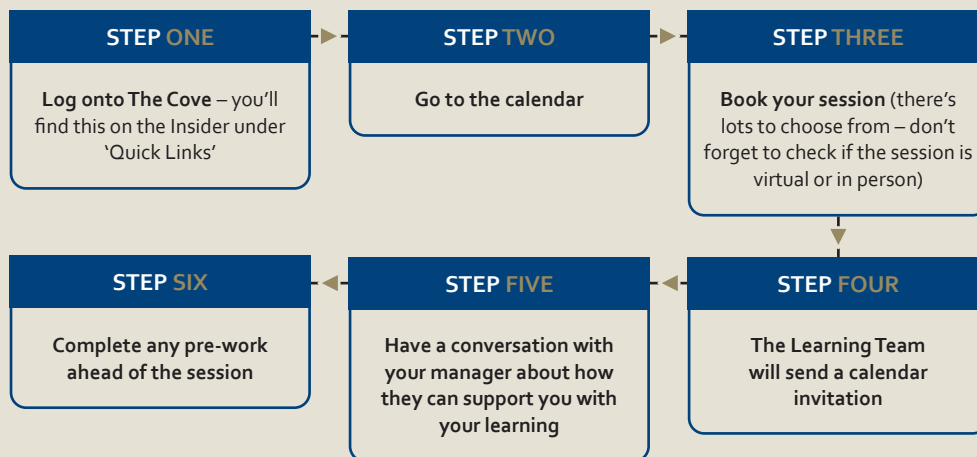
You've identified the areas you'd like to develop. The next step is to take a look at *The Cove*.

The Cove

The Cove is our learning hub and it's jam-packed with resources, guides and soft-skills sessions to support you throughout your journey to success! Through *The Cove* calendar, you'll be able to see our most up to date calendar of events and sign up to sessions.



How do I book?



Some examples of sessions you can choose from include:

- Power Hours
- Leaders Exchange
- Fundamentals of Project Management
- Coaching and Feedback Skills
- Supporting your team's wellbeing and mental health

“The process is really easy. The Cove calendar shows me all the sessions available and I can click to book my space.”

Get in touch with the learning team learning@carnivalukgroup.com if you have any questions about accessing *The Cove*.

Learn it

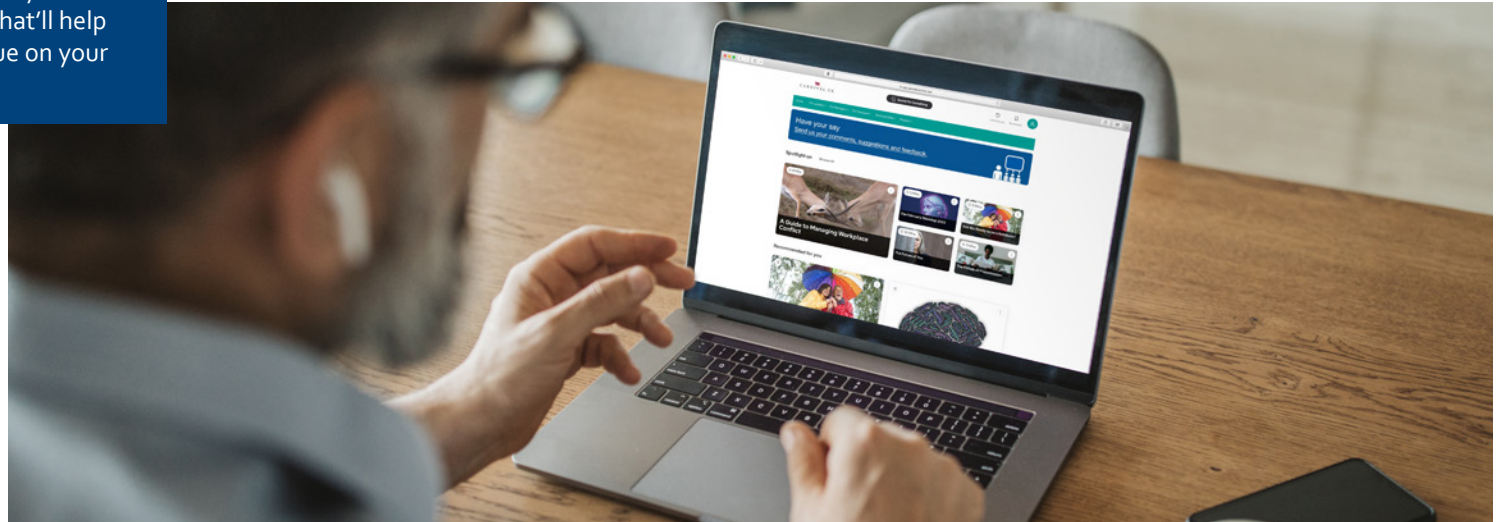


How can I find what learning resources are available?

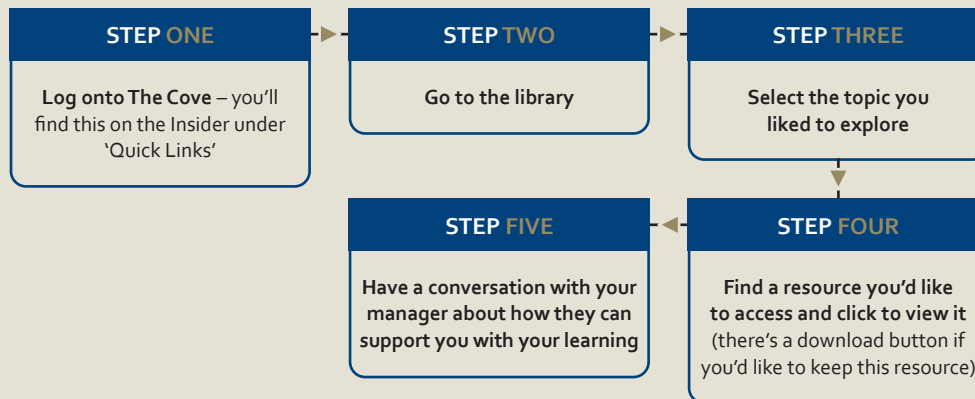
Supporting you to drive your own development

It's easy to drive your own development with the help of *The Cove*. With access to a variety of materials, you'll be sure to find content that'll help you build your skills and help you continue on your learning journey.

The Cove is on hand with plenty of self-serve resources that you can work through at your own pace. No matter how you prefer to learn, you'll find something to suit every style – from podcasts, reading, videos and guides. Through *The Cove* library, you'll be able to see the array of content that is accessible to you. A top tip for you - each material will tell you how long it is so you can slot it in your schedule.



How can I access these self-serve resources?



Some examples of resources you can choose from include:

- My Best Me pathway
- Mentor and mentee guidelines
- Challenging conversations guide
- Stakeholder mapping guide

Good Practice

With Good Practice, you'll have access to thousands of resources to help you broaden your knowledge and resolve your career challenges. From reading materials to videos, to podcasts, each material will indicate timing so you can plan your development time into your schedule. With brand new content added to the platform regularly, you'll always have access to the latest ideas and ways of thinking. Here's just a sample of what you can find on Good Practice:

- Time management
- Self-awareness
- Motivation
- Project management

Get in touch with the learning team learning@carnivalukgroup.com if you have any questions about accessing *The Cove*.

Learn it



Power Hours

Brilliant bite-sized sessions to support your development

Are you looking to build connections with other colleagues while learning more about inspiring and relevant topics? In just 60 minutes you'll explore a variety of tools, hacks and tips that you can start using right away. Choose between virtual or in person sessions so you can join when it suits you.

So many of you have already attended a Power Hour session, and it's been fantastic to hear how you are continuing the discussions outside of the classroom and sharing the knowledge with your teams.

For 2023, we are spreading the delivery of our Power Hour topics throughout the year, offering you more opportunities to attend so you don't miss out on these interactive and inspiring sessions.



All colleagues



Sessions



Bi-Monthly sessions These are the topics we'll be delivering every other month...

Personal productivity

Productivity isn't just about "doing more". It's less about what you do with your time and more about how you run your mind. Join us on this session where we'll explore how you can manage an ever-increasing workload and feel more in control.

Bouncing back: How to improve resilience

In an ever-changing world, we'll often come across challenging and stressful situations. How can we learn to make the best of it? In this Power Hour, you'll take away tools that will help you bounce back and carry on in the face of adversity.

The power of influencing

Influence is power and it's a vital skill that'll help in your journey to success. But how can you influence situations instead of allowing situations to have power over you? Join this session to find out about different influencing styles and some practical tips to understand the styles of others.

Holding effective meetings

Meetings are a big part of our working week, but are you getting what you need from them? Find out what it takes to have successful meetings and how to map out the key principles in meeting etiquette.

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

Learn *it*



Power Hours

Brilliant bite-sized sessions to support your development

Quarterly sessions These sessions will be delivered each quarter:

Overcoming imposter syndrome

Don't be a victim of your own thoughts! This session explores the different forms of self-sabotage and how to manage them. Overcome your own worst critic take a step to fulfilling your potential.

Strong connections – building effective relationships

There's an African proverb that reads 'if you want to go fast, go alone. If you want to go far, go with others.' Forming strong connections with others isn't something that happens overnight; it takes time and intentional effort. Join this session for top tips to connecting with others.

Finding meaning in difficult conversations

Sometimes the most important conversations are tough to have. But avoid them and you trade short term discomfort for something longer-term. In this session you'll find ways to make it easier to lean-in to discomfort and find opportunities for growth.

Find your power – assertiveness for everyone

Once you have a success with assertiveness, you learn that it's a much healthier path. You gain respect for yourself, have more time for your priorities, and develop authentic and healthier relationships. Find out where to start, and how to build momentum, in this power hour.

Additional sessions These sessions will be available at various points in the year:

A guide to self-confidence

Confidence is a trait that can help us to face experiences head on, but most of us wish we were more confident in some areas of our life. This webinar focuses on the practical steps you can take to conquer some of your self-doubt, build your confidence and start moving towards a happier, fuller life.

The art of giving feedback

Feedback is the key to helping us to improve and grow in our career – so why is it that we shy away from it? In this session, we'll introduce several methods of feedback and encourage you to practice and build your skills so you can include feedback as a part of the everyday.

Neuroscience for novices

Our brains are a hub of activity, and many of us are intrigued to understand more about how it works. Think you need a neuroscience degree to learn more? Wrong! This bitesize session dives into the science behind what makes us tick and shares some useful insights.

Making wishes a reality – personal development planning

Taking the time to focus on our development means we're more likely to achieve our goals, and can get to where we aspire to be. So why do so few of us actually plan 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'll turn your goals into reality.

Boost your emotional intelligence

IQ and intelligence are important but it's emotional intelligence (EQ) that will help you balance the head and the heart. This session uncovers the real meaning of EQ, and so, no matter the situation, you'll never let your emotions overpower your intelligence.

Managing stress (before it manages you)

Stress is a part of life – whether it's in or outside of work. In this Power Hour, we'll uncover the myth of the work/life balance so you can benefit from new and practical ways of managing stress, beyond the usual clichés.

Beating burnout

Does it feel you're busier than ever? Maybe it's getting tough to balance work and home life? We need to be able to manage symptoms of burnout and learn how to avoid it both in ourselves and our colleagues. In this session, you'll discover the impact of burnout, the signs to watch out for, and how to manage them.

“Power Hours promote learning together, particularly with people you wouldn't usually meet.”

“What I've taken away from the sessions is that there are no set formulas for what's right – we can all follow different paths and still end up at the same end point on success.”

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

Learn it



Leaders Exchange

Developing an inclusive leadership approach.

Connect with other managers and level up your leadership skills in just 60 minutes. With virtual or in person sessions available, you'll be sure to leave with plenty of takeaways to try out with your team.

In just 60 minutes, you will explore any challenges you are currently facing, while working through solutions with other experienced managers from across the business. You'll come away with new knowledge and skills as well as new networks that you can continue to build afterwards.

This year, we are offering a variety of topics during each month, giving you more chances to attend sessions on the topics you are most interested in.



All managers



Sessions

“The sessions are highly engaging – it's not just based around theory, but also provides you with the opportunity to discuss your ideas and meet new people in the process.”

Here's what's we'll be covering in 2023...

March - May

Think it over: The importance of critical thinking

Having the ability to notice risks, work through our challenges and make informed decisions is a vital leadership skill. But how can we tune into our critical thinking skills when required? In this session we will share ways of dialling up this skill to ensure we make the right decisions based on the facts and evidence.

Having challenging conversations

Having challenging conversations is inevitable as a leader and an important part of supporting our people. The good news is, this skill can be improved with practice! In this workshop, we explore practical tools that will help you prepare for conversations and come away with the best outcome.

The Influencing toolkit

Across history, there are many examples of influential leaders – but what was it that made them so successful? The power of influencing others is a skill to be mastered, and when developed can help us to have the right impact and get desired results. From this session, you'll takeaway tons of tips on how to become more influential in your interactions.

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

Discuss it



Leaders Exchange

Developing an inclusive leadership approach.

June - August

Leadership vs management: Where do we spend our time?

We often juggle our time between managing our teams and leading change. How can we strike the right balance between the two? This workshop explores the different elements of Leadership and Management to help us recognise when and where to use these so that we can get the best results.

Managing firefighting

Do you ever sometimes feel like you're continually battling fires to try and put them out before the next one pops up? This workshop will offer top tips on how to manage and execute tasks consistently, so you feel more in control.

What's your EQ? Leading with emotional intelligence

Staying calm under pressure, resolving conflict and responding with empathy are behaviours found in great leaders, but they're also traits of high Emotional Intelligence (EQ). We can no longer rely on improving our technical skills – we need to focus on developing our understanding of our emotions. Join us on this session where we will explore how you can level up this skill to become a more effective leader.

“I have recommended the session to my team already – it was really interesting, and I came away with lots of tips!”



September - November

Why should I stop and re-prioritise?

With our busy schedules, taking a moment to stop, reflect and plan is something we often forget to prioritise. Join this workshop to explore some of the best planning approaches for you and how your first 'next steps' can really make a difference.

Having challenging conversations

Having challenging conversations is inevitable as a leader and an important part of supporting our people. The good news is, this skill can be improved with practice! In this Leaders Exchange, we'll explore practical ideas to help you prepare for and navigate these difficult conversations.

Communicating with empathy

We live in a changing world and the key to success is through the people we lead. Understanding that people have a life beyond business is a starting point for demonstrating empathy. In this session, we'll uncover ways in which you can motivate, challenge, and inspire our teams by leading with empathy.

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



Discuss it

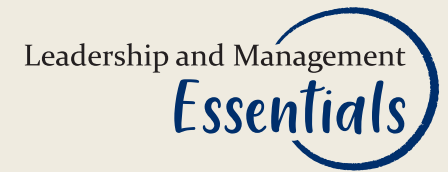
Leadership and Management Essentials Framework Overview

If you're a manager, then our practical and thought-provoking Leadership and Management Essentials Programme will support you to be the best leader you can be. This full programme of development will help you build the knowledge, skills and behaviours to support you from being a first line manager, to becoming a senior leader.

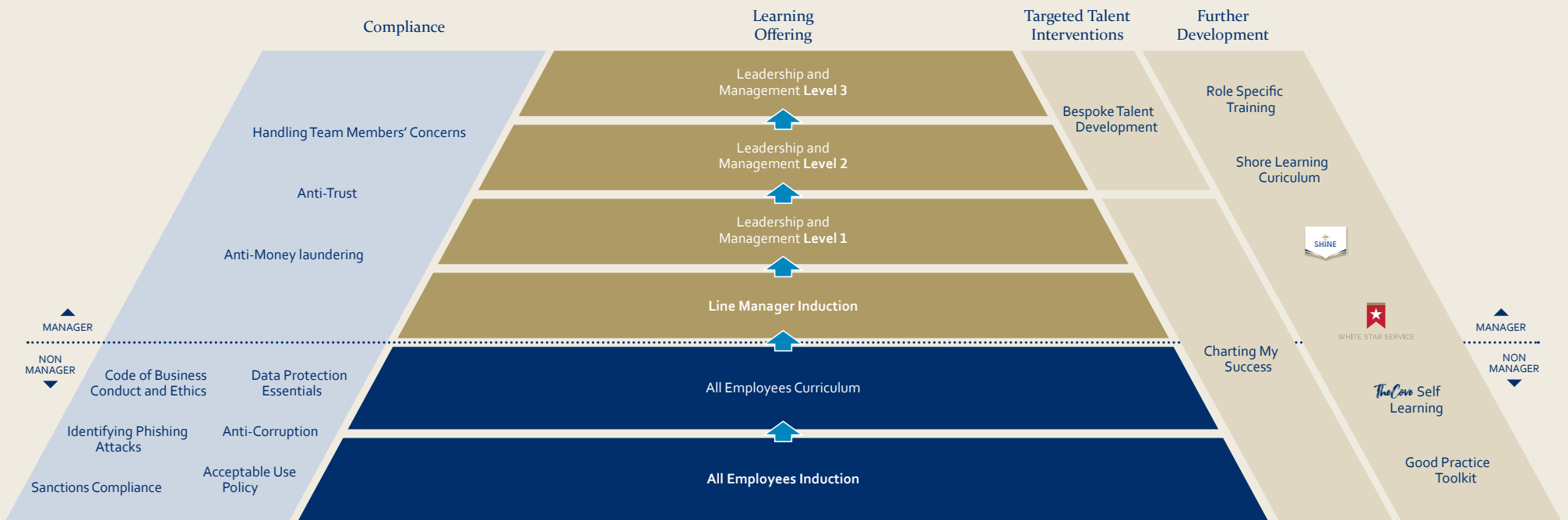
Leadership and Management Essentials will take you on a journey of self-discovery. Not only will you learn about leadership and your style, you'll also have the chance to share experiences and build a supportive network with other managers across the business.

We're currently rolling out Level One of the programme and all managers who align to this level are required to attend.

Take a look at our dedicated [Leadership and Management Essentials page](#) on The Insider to find out who needs to attend, what you'll learn, and how to book your space.



Leadership and Management Essentials is part of a wider framework, this framework shows how we support and develop our colleagues at Carnival UK.



Depending on your role, you'll align to one of three levels of skills and behaviour development which you'll transition through as your career progresses. The framework includes compliance training, company induction and our all employee curriculum. It also includes targeted talent interventions and role specific training

Learn it



Good day at CUK

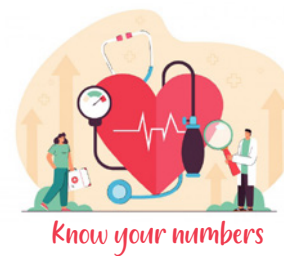
Empowering everyone to have a Good Day at CUK...

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 most important to you **right now** so that you can have a #GoodDayAtCUK and help your colleagues have one too!

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

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](mailto: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?**

Some of you may be taking part in additional programmes, including Charting My Success, or Leadership and Management Essentials. We welcome and we encourage your attendance at the sessions in this guide where relevant to your personal development.

- 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.

Spring into action

tips to refresh your ways of working

Spring is just around the corner which means warmer weather, more hours of sunlight and of course... spring cleaning! This time of year is the perfect opportunity to refresh and reset your home, but why not try giving your way's of working a spruce up?

Here's our top tips for having a tidy space, and a tidy mind...

Unsubscribe from newsletters - inbox looking full? Take some time to unsubscribe from companies and websites you no longer use

Focus your time - Viva Insights is a handy tool to help block out time in your diary to focus on bigger tasks or projects

Tidy your files - create a filing system on your laptop so files are easy to locate, and delete anything you no longer need to free up space

Organise your workspace - get rid of unnecessary clutter on your desk and keep it clean

Declutter your mind - try writing down everything that's on your mind - it will help remove things from your cluttered brain and reduce stress levels

Clean up your LinkedIn - clear through your pending invites and clean up your message box. It will mean you're better able to build those meaningful connections

Questions?

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