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CARNIVAL UK

CAREER DEVELOPMENT
SECURITY TEAM GUIDE

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Intoduction



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Welcome to your Career Development

A world of opportunity awaits you!

As part of the Security Team, we want you to have the opportunity to develop your skills and build a career with us throughout the time you're onboard. This means that we look for ways to support you to succeed.

This guide has been created to help you:

- Discover what is more important to you, your strengths and development areas, and your personal career goals
- Help your career and development to move forward
- Understand the progression opportunities that are available to you
- Understand if you are ready for our next role and what you need to do to progress



How do I drive my development?

Taking charge of your professional development is essential for career growth and personal satisfaction.

We have a number of ways which you can do this, including Career Passports, which are available in our departments.

To help us build a foundation of knowledge and behaviours to support our development we have our Core Values and brand values.

Our Core Values are the foundation of how we work together and apply to all Carnival Corporation employees.

These brand values describe the service we provide to our guests and how we treat each other, creating a unique experience.

Remember, your growth is a continuous journey, so stay curious and keep learning!



We want you to love your work, and we want to help you with your hopes and goals for your career.

Here are some questions that will help you to discover what is most important to you, your strengths and development areas, and your goals.

Write down your answers, speak to your manager and keep a note of the answers before you move on.

Your Career starts with you



My Passions

What does a brilliant day at work look like for me?

Which tasks and duties do I enjoy the most?

What is most important to me in my work?

My Relationships

How strong are my relationships with my colleagues?

How well do I work as part of a team?

How strong is the network of colleagues who support me?

What could I do to improve my relationships?

My Strengths

What am I really good at?

What skills do I bring to my team?

What could I do to improve my relationships?

My Behaviours

Am I living the Core Values?

Am I delivering our brand Values?

You can do a self assessment on these later in this document.

My Goals

What are my hopes for my career?

What does career success look like for me?

Look at each of the behaviours below and ask yourself the listed questions

You'll be able to see which behaviours you need to work on and discuss with your manager the ways you can develop

Behaviour			Always	Some-times	Never
Listen and Learn We listen actively and seek to understand before responding, because the more viewpoints we have, the better decisions we make.	• Do I ask my colleagues for their ideas and opinions? • Do I really listen so that I can understand them? • Do I find ways to learn from my colleagues and my experiences so that I develop and grow?				
Speak up We speak up when we have questions, comments, concerns, or new ideas. If we see something wrong or that doesn't seem right, we say something.	**Asks questions** • If I have a problem, do I ignore it or do I ask someone to help me understand? • Am I brave enough to come up with new ideas and talk to my manager?	**Confidently challenge** • Do I feel comfortable doing this? (If not, what stops me?) • Do I say things to people in a way that they hear me and take notice?			
Respect & Protect We choose to take actions to respect and protect every life we touch, the places we sail and the laws that govern us.	• Am I happy to talk to people outside of my close circle? • Am I interested in other people's opinions? • Do I appreciate everyone's differences? • Do I show concern and help others if I think something is not right with them? • Do I take notice and do something when I see a hazard? • Do I follow procedures, rather than taking shortcuts?				
Always improving We always try to do our jobs better and innovate to drive the business forward	• Do I learn from my experience and from others. • Do I take action to continuously develop • Do I keep up to date with policy and procedure				
Better together We work collaboratively as a team to successfully deliver on our purpose, mission and goals	• Do I actively collaborate with colleagues, sharing information and knowledge to help the whole team succeed? • Do I offer support to others and step in when teammates need help? • Do I listen to different views, communicate openly and contribute positively to team discussions? • Do I take ownership of my responsibilities while recognising how my work contributes to our wider purpose, mission and goals?				
Guest obsessed We put our guests front and centre, delighting them at every opportunity.	• Do I consider the guest experience when making decisions and completing my day-to-day work? • Do I look for opportunities to go above and beyond expectations and create a positive experience for our guests? • Do I listen to guest feedback and use it to identify opportunities to improve what we do? • Do I consider how my actions, even when I am not directly guest-facing, ultimately impact our guests?				

Core Values

My Development

Thinking about the feedback I have received, my relationships and my behaviours...

- What do I still need to work on?
- What could I do better that would make me brilliant in my role?
- What do I need to get better at to be ready for my next role?



Make a note of your answers. You can do this by creating a table like this in your own notebook:



Am I ready?

Now that you know what your goals are and what your next progression opportunity could be, ask yourself, "am I ready for my next move?"

To answer this question, go back to what you have done in the 'Your career starts with you' section of this guide. You need to be able to answer "yes" to each of these statements:

- I have completed all of the necessary learning to perform well in my role
- I am living the Core Values every day
- I am delivering the brand values every day
- I have worked on my development areas
- I am doing my job well and getting positive feedback
- I am curious to learn more
- My manager thinks that I am ready for my next step



If your answer isn't "yes" to each of these questions, don't worry.

It means you have the opportunity to learn more in your current role and get even better at it. You don't have to move into a new role in order to develop and grow.

Also, if your answers are 'yes', remember that you may need to be patient and wait for an opportunity to progress into a new role. Working on development (or completing a Career Passport) is no guarantee of promotion.

What Next?

Create a plan of action that will help you achieve your personal goals. Here is a list of things you need to do, to create a brilliant plan:

Ask for Feedback

Be clear on your strengths and development areas by asking for feedback from your colleagues and manager on how you're doing. Use questions such as "What am I doing well?" and "What could I do differently to be even better?"

Focus on your Career Goals

Be clear about your career goals, add them to your plan and discuss them with your manager during scheduled reviews.

Work on your Development Areas

Look for ways in which you can work on your development areas, as well as gain more knowledge and new skills. This could include asking more experienced people about what they do and how they do it.

Discuss with others

Talk to colleagues who can help you; ask about their career experience and their advice.



Remember

Talk to your manager about your plan. They will give you helpful feedback and advice on your next steps.

Try it, Discuss it, Learn it



Finding ways to develop yourself

The 70:20:10 model is a simple way to approach learning.
To learn best, we need to:

TRY IT
70%
through day-to-day tasks and challenges.

DISCUSS IT
20%
by sharing your learning & experiences with others.

LEARN IT
10%
by sharing your learning & experiences with others.

A great way of learning is by watching, then doing and asking for feedback.

Here are some ideas of what this could look like:

TRY IT 70%

- Try to elevate your approach in your day-to-day
- Find opportunities to practice what you have learnt
- Use feedback and try to do something differently to be even more effective
- Observe how others do something well
- Offer to help others in order to gain new experiences

DISCUSS IT 20%

- Discuss your learning and development with your manager
- Ask for feedback
- Ask question
- Ask for advice, opinions and ideas
- Talk to someone who will support and challenge you
- Talk to someone who does it well
- Share your knowledge with your colleagues

LEARN IT 10%

- Find videos, guides and tools that can support you
- Learn the policies, procedures and rules around your work
- Do your compliance learning on GLADIS
- Read internal communications updates and The Insider
- Read relevant books or listen to podcasts

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