

# Your Development Options

There is lots of ways to develop here at Midcounties. If you are looking to learn a new skill, improve in your current role, or looking to progress your career at Midcounties we've got something for everyone.

In this pack you will find more information about:

**Road to Responsibility** – our online support module to ensure you can confidently step up to take duty management responsibility or fulfil the Responsible CSA position

**LEAP** – our Retail Apprenticeship schemes, find out what apprenticeships are on offer and when you will be able to apply

**Your Time to Focus on You** – a selection of resources including our 60 min online STAR sessions, which are dedicated to helping you focus in on some key areas like dealing with work pressure, building successful relationships, resilience, finance essentials, presentation skills

**Colleague Council** - a chance to represent the views of colleagues and speak directly to our society leaders

**On the Job learning** – Shadowing, Deputising, Additional responsibility, try new tasks, project work



# Colleague Check-ins Manager's Toolkit

## What is the conversation toolkit?

The toolkit is to help you have great conversations with your colleagues about their goals, expectations, wellbeing, development and career. We have created this toolkit with some conversation starters, coaching questions and suggestions of where to go next for more information.

It's really important to regularly engage with your colleagues in order to maintain a great working relationship and realise their potential needs.

You can use regular check-in conversations to guide and support your colleagues to perform at their best.

## Career Check-in

- Is the colleague's work or performance indicating that they should be progressing with their career?
- Has the colleague said they would like to progress with their career?

Career Check-ins will be focused on the next steps for the colleague and how they can progress to a future role.

Some colleagues are likely to be driven and will request Check-ins regularly, management may still need to look out for signs of potential in colleagues.

### Useful coaching questions

What is most important in your career right now?

What is important in your overall long term career?

What is good right now?

What would you like to change?

Are there any obstacles stopping you?

How could you possibly overcome them?

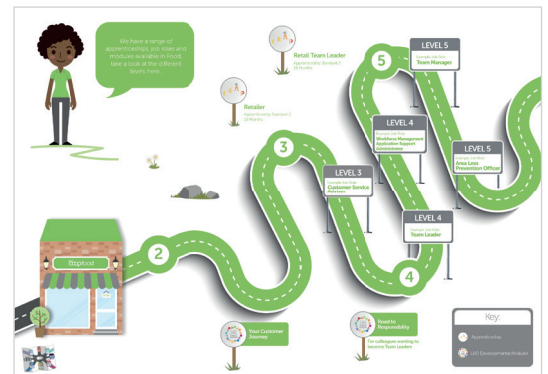
How will you know when you have reached your goal?

What are your first steps towards your goal?

**Below** are some options for you to explore, they will signpost you in the right direction for next steps...

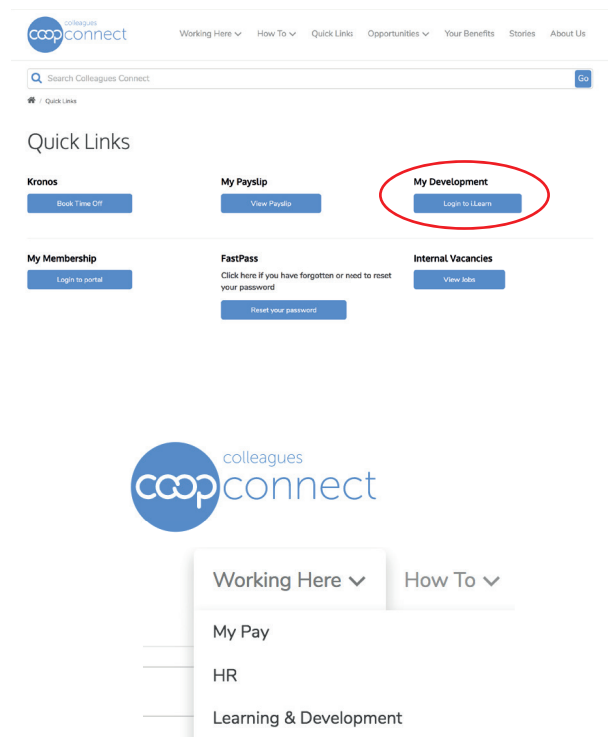
### Career Framework roadmap and guide:

- Refer to the 'Career Framework' roadmap to see what development opportunities are relevant for the current role and future aspirations.
- Refer to the Career Framework Guide which clearly lays out what is expected of colleagues at each level.
- You'll find the roadmap and guide on Colleagues Connect on the Learning and Development page. You can also take a look at the apprenticeships page to see how colleagues have progressed their careers through apprenticeships.



### Accessing development:

- Keep up to date with the latest development on our 'Learning & Development' pages on Colleagues Connect.
- Sign into i.Learn and browse the Manager and Colleague learning zone – there are lots of useful development tools and resources covering a variety of subjects.
- Many trading groups have their own dedicated section on i.Learn with specific courses that may benefit colleagues.
- Get in touch with your L&D Colleagues in your trading group or the central L&D team



## Development Check-in

- Does the colleague want or need to improve in key areas?
- Are there any gaps in the colleague's knowledge, skills or behaviour that need to be addressed?

Development Check-ins are to help the colleague improve at what they do, to improve their capability and competence.

In this check-in you will think about what development the colleague may need in order to progress to future roles.

### Useful coaching questions

What strengths do you have that you feel are not being utilised at the moment?

Are there any potential obstacles slowing your development?

How could you possibly overcome them?

What exactly needs to be done for you to reach your development goal?

How can I help?

What are your next steps to get you where you need to be?

How motivated are you to get there?

**Below** are some ideas of how you can develop yourself and your team.

## Opportunities for Growth

### Learning 'on the job'

- Opportunities to practice
  - Different projects
  - Secondments
- Deputise or cover for colleagues



### Learning with and from others

- Shadow or 'trade places'
- Coaching/Mentoring
  - Ask for feedback!
- Network events/conferences




### Formal/classroom learning

- Colleague Learning Zone
- Development workshops
  - eLearning modules
  - Apprenticeships




OPPORTUNITIES FOR GROWTH AT YOUR CO-OP

# Colleague Check-in




What strengths do you feel you have that you could potentially build on?

What I would like to see you do more of is...




What gets in the way of you performing at your best at work?

How can you/we change that?



Are there any areas you would like to improve in?


How can I support you with this?



If any improvement is needed, what steps can we take now?


Do we have a plan moving forward?

## Wellbeing



Are there any obstacles in the way of overcoming the situation?


What are they?



How do you keep yourself fit?


How would you rate the quality of sleep you get on work nights?

How would you describe your diet?




What steps can we take now... to remedy this situation?

How can we plan for next steps to overcome the situation?




How can we support your mental health in the workplace?

# Development




What can be done to overcome any obstacles?

This could be colleague actions or manager actions?



What other strengths do you have that you feel are not being utilised at the moment?



Which new responsibilities would you like to take on in the next few months?


How will you do this?



What exactly needs to be done for you to reach your development goal?


How can I help?

# Career




Are there any obstacles stopping you?


Do you have any idea how to get past them?



How can your manager(s) help you overcome any obstacles?



How will you know when you have reached your goal?



Imagine you already reached your goal, how did you get there?



# For Store Managers

## Skills & Knowledge Series



**August 2020 – ongoing**  
**Modules:**

- Knowing your team
- Just in time feedback
- Driving best performance Inc. Mental Health Training

## Your time to FOCUS on YOU



**What can you learn**

- Resilience
- Dealing with Change
- Networking
- Emotional Intelligence
- Stakeholder management
- How to plan and organise an effective meeting
- How to get your voice heard in meetings
- Tips on dealing with 'Zoom' fatigue
- Ice breakers

**Available Now – sessions from May 2021-Jan 2022**

Online resources and content for learning when it suits you

## Retail Manager Apprenticeship



Bespoke Structured Programme covering everything the core principles of Retail Management Applications open Nov 2021

## Coaching & Mentoring Pool



**Available Now**

Access one of our training coaches or mentors, to work through a particular topic or focus on your long-term career

## Introducing Race Training



**Jan - May 2022**

Lead conversations about race within their teams  
Understanding race representation

# For Team Managers

## Your time to FOCUS on YOU



### What can you learn

- Resilience
- Dealing with Change
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Online resources and content for learning when it suits you

## Skills & Knowledge Series



**July 2021 – Sept 2021**

### Modules:

- Knowing your team
- Just in time feedback
- Driving best performance Inc. Mental Health Training

## Retail Team Leading Apprenticeship



Applications open end of May – Round 1  
Applications open end of Aug – Round 2

# For Team Leaders

## Road to Responsibility For Team Leader



**Online Support Module**  
Available at any time

## Your time to FOCUS on YOU



### What can you learn

- Resilience
- Dealing with Change
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## Retail Team Leading Apprenticeship



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## Your Customer Journey Modules



For new colleagues

# For CSA's

**Your time to FOCUS on YOU**



## What can you learn

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Online resources and content for learning when it suits you

## Road to Responsibility



### Online Support Module

Available at any time

## Your Customer Journey Modules



For new colleagues

Are you or your team members looking for a structured programme to help develop in your role?

Are you or your colleague committed your longer term development?

Do you or your colleague want to learn about all elements of Retail?

## Our LEAP programme might just be for you!

We will be opening applications for our Retail Team Leading and Retail Management LEAP Programmes this year. These are structured apprenticeships where you can learn on the job with the support of a dedicated mentor and alongside a group a colleagues.

Watch out for more communications and details of how to apply:

**1** **Retail Manager – Level 4**

- Start Feb 2021
- 10 learners

**2** **Retail Team Leading – Level 3**

- Start July 2021
- 15 - 20 places

**3** **Retail Team Leading – Level 3**

- Start Sept/Oct 2021
- 15 - 20 places

**4** **Retail Manager – Level 4**

- Start Jan 2022
- 15 - 20 places

## LEAP 2021

**Application Window:** Mid-May to Mid-June  
**Recommendations to apply via Eploy**

**Communication Window:** From 9th August  
**Application Window:** From 30th August  
**Development Centre:** From 20th Sept

**Communication Window:** From 20th Oct  
**Application Window:** From 20th Nov  
**Development Centre:** From 5th Jan



## YOUR time to focus on YOU - Briefing Guide

**“Learn Continually – there’s always ‘one more thing’ to learn” - Steve Jobs**

### What has been curated

Flexible on demand learning available for all colleagues to develop key skills on both a personal and professional level. 2020 was the year of change for all of us and with that came new learnings, **YOUR time to focus on YOU** will help you continue that journey allowing you to flourish and thrive in 2021. Topics were identified for you from skills scans along with research which identified the top skills required for the workplace in 2021.

### What can you learn

- Resilience
- Dealing with Change
- Networking
- Emotional Intelligence
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- How to plan and organise an effective meeting
- How to get your voice heard in meetings
- Tips on dealing with ‘Zoom’ fatigue
- Ice Breakers

### How will you learn

Whether you have 10 or 60 mins there is something for everyone.

- Articles
- Quizzes
- E- learning
- Recommended books
- 60 min STAR sessions
- Live Online courses
- Video ‘s
- Ted Talks
- Bite Sized Learning Courses

### By looking at the below topics:

- Effective Meetings
- Building successful relationships
- Dealing with Change and Uncertainty
- Finance Essentials for Managers
- Presentation Skills

### How best to support your colleagues

- Get involved – think what can I learn today?
- Book onto a Live Online session and encourage your team to do the same
- Become familiar with the available content
- Discuss and share your learnings with your colleagues
- Identify learning opportunities during check ins
- Encourage colleagues to use the available resources
- Allow colleagues time to learn
- Create a ‘learn it all’ environment
- Display the posters
- Be curious and encourage your team to be curious

Visit **YOUR time to focus on YOU** on i.Learn to find out more



# STARS

**STARS are highly interactive and packed with hints, tips, tools and techniques. The sessions are fast paced and each 60-minute bite-sized session quickly cuts to the chase to deliver a focused learning experience enabling you to take away four or five ideas to immediately put into action.**

**Tips / Hints / Fast Paced / Focussed / Bite-Sized / 60-minutes / Digital Workshop**

## Visit

**YOUR time to focus on YOU**

on i.Learn to book your place:

- Personal impact
- Dealing with work pressures
- Developing your resilience
- Building successful relationships
- Getting results through others

