

the place
where
learning flows

Hi

Welcome to your Learning and Development Catalogue.

Ensuring all of our colleagues and managers have the opportunity to experience a journey of continuous development and support that enables them to maximise their contribution to the Society is a key deliverable of our Learning and Development strategy at Midcounties.

There is a shared responsibility between colleague and manager to talk about what is needed and find ways to develop at work, to share ideas and knowledge and to take the opportunity to learn.

This catalogue provides information on our full range of learning opportunities and I hope that you will make the most of them to support both your personal and professional development.

Rachel

Rachel Seagrave
Head of Society Learning & Development



If you have any queries relating to Learning and Development, please get in touch with a member of the team

Julie Mulryan is our Apprenticeship, Intern and Graduate Manager. She works with our L&D colleagues in Trading Groups and external providers to manage our Apprenticeship programmes. She also looks after our Interns and Graduates and manages their development throughout the programme.



Pauline Mullin is our Management Development Train responsible for developing our talent programmes. She works with our Interns, Graduate, and management community to offer comprehensive training and development in support of our succession planning strategies.



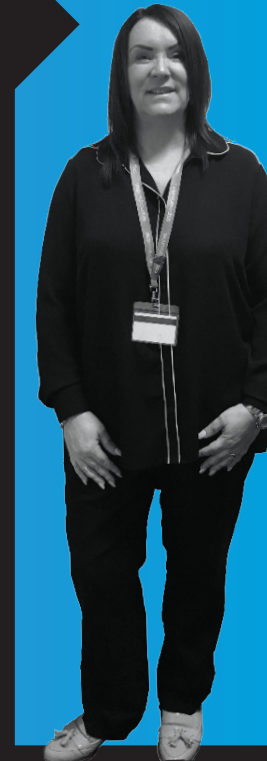
Rach Cullen & Scott Hilton are our Society Induction Trainers who Welcome all our new colleagues to the Society on their first day. You can also expect them to check in during your first few weeks.



Shaheen Valli is i.learn co-ordinator which means she manages and maintains our i.learn system, including sourcing new development resources and managing our eLearning modules.



Melanie Tattam is our go to girl for course bookings and all initial queries – if she can't help you, she'll know who can!



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Society Induction Programme

The Society is committed to providing a high quality induction for all new colleagues, please ensure you and your line manager access the relevant development and support for your new role at Midcounties. There are several elements to the programme.

- Society Welcome – all new colleagues must attend this 3 hour session before they start or on their first day. Our Society Induction Trainers will take you through the Co-op Difference, who are Midcounties?, our values, our steering wheel and colleague benefits.
- Society core eLearning modules – the 6 core eLearning modules include Welcome to Midcounties, Proud to be Midcounties, DOES, Steering Wheel, Membership and Team Midcounties strategy and should be completed by all new colleagues in your first few weeks to expand upon and further consolidate what is covered at the Welcome session.
- Guide2Development onboarding journal – this development checklist will ensure new colleagues cover all aspects of development required in their first 13 weeks, including relevant compliance and Trading Group specific requirements.
- Manager and Leadership Team jigsaw – if you are a new manager or member of the Leadership Team you will find an Induction pathway on i.Learn which will guide you through everything you need to be aware of and signpost you to further information, contacts and courses.



2

2. Colleague Learning Zone

This is where you can access a variety of self-development resources to meet your personal development needs. For example, articles to read, podcasts to listen to or video's to watch and also quizzes and questionnaires to learn more about learning styles and behaviours.

All of the resources relate to the different competencies expected of all our colleagues, such as...

- Coaching Skills
- Communication and Influencing
- Developing Self and Others
- Effective Meetings
- Planning and Organising
- Teamwork
- Time management

The Colleague Learning Zone can be accessed from all devices via [i.Learn](#), as often as needed at a time that you need it.



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3. Compliance training

There is certain training that colleagues need to complete to ensure we stay within the law.

The following pages details the Society wide eLearning modules and training courses, who they are targeted at, their aims and objectives and how often they should be completed.

Please familiarise yourself with the requirements and ensure you complete all compliance training relevant to you.

There may be additional requirements that are specifically relevant to your Trading Group or role, please refer to your [i.Learn](#) dashboard and L&D colleagues for further information.



Workshops and eLearning
available

Fire Safety Training

Who is it for?

For new and existing managers. The person responsible for the site and anybody who deputises for them in their absence needs to attend this training

Workshops Aims:

To provide competence at all sites to ensure compliance with current Fire Safety Regulations

Workshop Objectives:

By the end of the session you will:

- » explain statutory requirements for fire safety
- » identify site specific fire safety features



Duration:
1 day



PCI-DSS

eLearning Title:

Who is it for?

All colleagues who's job role would handle card payments on site and/or online.

Module Aims:

This module will provide you with an overview of PCI –DSS what you should and shouldn't do when handling customers payments cards to protect payment card data.

Module Objectives:

By the end of the module you will have covered:

- » The security data standard of processing card payments and the storage of card payments



Duration:
40 Minutes

Frequency:
Annually



Health & Safety (Society - exc. Funeral and Childcare colleagues)

Who is it for?

All colleagues (except Funeral & Childcare who complete sector specific).

Module Aims:

This module covers core aspects of Health and Safety to be observed within the Society and how they can be maintained.

Module Objectives:

By the end of the module you will have covered:

- » Introductions to Health and Safety
- » Accidents and accidents prevention
- » Hazards and Preventions
- » Risk Assessments and reporting



Duration:
40 Minutes

Frequency:
Annually



Emergency First Aid at work

Who is it for?

As identified by the risk assessment process at site

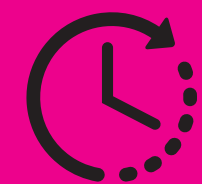
Workshops Aims:

This programme meets the requirements of the Health and Safety Executive for first aiders working in medium and high risk environments. The qualification will equip the first aider with skills to be able to confidently undertake emergency first aid if someone becomes ill or injured at work and provide effective care for a wide range of common workplace injuries and illnesses and consists of 18 hours of instructor led tuition, with emphasis throughout on practical application of first aid skills.

Workshop Objectives:

By the end of this workshop, you will have:

- » The ability to act safely and effectively when an accident or emergency occurs.
- » The treatment and priorities of care for an unconscious patient.
- » The recognition and treatment of a person in seizure.
- » The recognition of cardiac arrest and delivery of Cardio-Pulmonary Resuscitation (CPR).
- » The ability to recognise and safely treat a patient who is choking.
- » The ability to safely and promptly treat a patient who is bleeding.
- » The keeping of simple records following an accident at work.



Duration:
1 Day

Cost:
£65 per person



First Aid at work

Who is it for?

As identified by the risk assessment process at site

1

Workshops Aims:

This programme meets the requirements of the Health and Safety Executive for first aiders working in medium and high risk environments. The qualification will equip the first aider with skills to be able to confidently undertake emergency first aid if someone becomes ill or injured at work and provide effective care for a wide range of common workplace injuries and illnesses and consists of 18 hours of instructor led tuition, with emphasis throughout on practical application of first aid skills.

Workshop Objectives:

You will receive training in a wide range of first aid skills including:

- » The ability to act safely and effectively when an accident or emergency occurs
- » The treatment and priorities of care for an unconscious patient
- » The recognition of cardiac arrest and delivery of cardio-pulmonary resuscitation (CPR)
- » The ability to safely and promptly treat a patient who is bleeding
- » The ability to recognise and treat a patient in shock
- » The keeping of simple records following an accident at work

Students will also learn to provide care for patients who have:

- » suffered a burn or scald
- » injured bones, muscles or joints
- » been poisoned by ingestion or inhalation of a substance or gas
- » suffered an injury to the eye
- » signs & symptoms of a major illness e.g. heart attack

Assessment – This course has a formal assessment process which includes a written assessment of your first aid knowledge as well as practical assessment of your ability to perform safely and effectively in a range of first aid situations.



Duration:
3 Day

Cost:
£180

3



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4. IT

The following pages highlight the training that is available relating to our IT systems at Midcounties via [i.learn](#).

You will also find useful guides and video tutorials on Colleagues Connect for Kronos, IFS (HR) and Zoom in the Working Here section.



Workshops and eLearning
available

Who is it for?

Hiring managers

1

Module Aims:

Module 1 - Introduction to the common functionality of the system.

Module 2 - Demonstrate how to review application and select candidates.

2

Module Objectives:

By the end of module 1:

- » Managers will know how to log onto and navigate the Eploy system, as well as the process of raising and authorising requisitions

By the end of module 2:

- » Managers will know how to review applications, go through the process of selecting candidates for the role, how to put vacancies on hold, view delegated vacancies and contact candidates.

**Module 1 duration:**
15 Minutes**Module 2 duration:**
20 Minutes

3



Who is it for?

Module 1 - All colleagues with access to IFS

Module 2a - Managers with direct reports

Module Aims:

Module 1 -Introduction to common functionality of the system.

Module 2a - Demonstrate how a manager submits personal changes for colleagues who report to them.

Module Objectives:

By the end of module 1:

- » Colleagues will know how to log on, exit and navigate the start pages of IFS.

By the end of module 2a:

- » Managers will know how to submit personal record changes, such as, name, address, contact person and bank details.



Module 1 duration:

15 Minutes



Module 2a duration:

20 Minutes



Who is it for?

Managers with direct reports

Module Aims:

Module 2b -Demonstrate how a manager submits employment changes for colleagues who report to them.

Module 3 - Demonstrate recording learning hours and completed performance reviews.

Module Objectives:

By the end of module 2b:

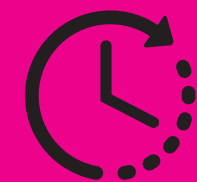
- » Managers will know how to submit employment record changes, such as, promotion, change of site, increase in work hours and/or salary.

By the end of module 3:

- » Managers will know how to record learning hours and performance reviews for direct reports.



Module 2b duration:
30 Minutes



Module 3 duration:
20 Minutes

3

Who is it for?

Module 4 - Any colleague expected to submit expenses online
Module 5 - Managers with direct reports

Module Aims:

Module 4 - Demonstrate how to create, submit and track personal expenses using IFS.

Module 5 - Demonstrate what reports can be created using IFS.

Module Objectives:

By the end of module 4:

- » Colleagues will know how to create and submit expenses, how to use IFS to view previously submitted personal expenses and how to remove lines from or delete an entire expense claim.

By the end of module 5:

- » Managers will know how create reports and how to export them to Microsoft Excel.



Module 4 duration:
30 Minutes



Module 5 duration:
10 Minutes

3



Who is it for?

Module 6 - Authorising Managers of HR changes
Module 7 - Authorising managers of expenses and invoices

Module Aims:

Module 6 - To understand how to approve HR changes.

Module 7 - To understand how to approve expenses and authorise invoices.

Module Objectives:

By the end of module 6:

- » Managers will know how to approve HR changes submitted by the colleagues that report directly to them.

By the end of module 7:

- » Managers will know how to approve personal expenses claims, authorise invoices and how to set up substitutes for invoice authorisation.



Module 6 duration:
5 Minutes



Module 6 duration:
15 Minutes

3



Who is it for?

New and existing managers

Module Aims:

Module 1 - Introduction to basic navigation of the system.

Module 2 - To understand how to sign off timecards.

Module Objectives:

By the end of module 1:

- » Managers will be able to navigate from the homepage, open additional windows and understand common navigational elements.

By the end of module 2:

- » Managers will know who to use the Weekly Wizard to sign off timecards for payroll processing.

Please note: these 2 modules are pre-course learning for the Kronos workshops and webinar



Module 1 duration:

12 Minutes



Module 2 duration:

7 Minutes



Kronos Training

Who is it for?

For new and existing managers.

Non-Food colleagues
= Webinar

Food Colleagues
= Workshop

Workshops Aims:

This workshop is to enable managers to understand what Kronos is and to develop knowledge on various tasks that will be required of them on a day to day basis.

Workshop Objectives:

By the end of the session you will:

- » Be able to understand what Kronos is, and the benefits
- » Be able to navigate around the system
- » Be able to complete the daily T & A tasks on Kronos and sign of timecards weekly
- » Be able to complete the setup tasks required before Go-Live

Please note: You will be required to complete 2 eLearning modules as pre-course work.



Duration:
1/2 day



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5. Management Development Package

Our Management Development package is a modular approach to enable managers to access development that is relevant to their personal development, as identified through Performance and Progression and Colleague reviews. There are 2 core mandatory modules – Team Midcounties Manager and Getting the Results you want (Go Mad) that all managers must attend. Then there are various optional modules that cover soft skills and operational requirements. Details of each of the workshops can be found on the following pages.

Please note: whilst the optional modules are primarily aimed at managers, colleagues with a specific development need that is addressed by these courses can also attend. You can find dates and book your place on the [i.Learn](#) system.



Team Midcounties Manager Workshop

Who is it for?

For new and existing managers (mandatory)

Workshops Aims:

This workshop focuses on the opportunities in being a manager at Midcounties and will develop your personal leadership style, self-awareness and situational leadership skills.

You will explore how this fits with Team Midcounties values, strategy and the delivery of our imagined future.

Workshop Objectives:

By the end of the session you will:

- » Identify with what it means to be a Team Midcounties Manager
- » Know the key differences between management and leadership which enable an effective Team Midcounties manager
- » Be enabled to apply different styles of management according to the needs of the workplace situation
- » Develop self-awareness of your own preferred personal management styles and its impact in the workplace
- » Identify your own personal qualities and strengths
- » Identify positive and influential behaviours that achieve results
- » Understand the practical use of situational leadership and how to affect your own and your team's results in terms of:

- » Our Values
- » The Team Midcounties Strategy (engagement, diversity and inclusion and wellbeing)
- » Imagined Future and Co-op difference

Available from September 2019



Duration:
1 day



Getting the Results You Want (Go Mad)

Who is it for?

For new and existing managers (mandatory)

Workshops Aims:

Based on the book 'Go MAD – The Art of Making A Difference', by Go MAD Thinking founder, Andy Gilbert, this highly participative workshop provides a range of practical thinking and productivity tools based upon the 7 key principles of the Go M.A.D.® Results Framework used by organisations in more than 40 countries.

Workshop Objectives:

By the end of the session you will:

- » Create a robustly thought through plan of priorities for any given goal
- » Identify which of the 2 goal defining tools is most helpful in different situations
- » Apply possibility thinking tools to generate options, ideas and solutions
- » Understand the 4 elements of thinking that help or hinder your ability to achieve results
- » Get the results you want by thinking and applying the 7 Go M.A.D. key principles

ONLY AVAILABLE UNTIL SEPTEMBER 2019

 **Duration:**
1 day

"I found the whole workshop was brilliant, and have learnt lots of techniques that I can very easily see will help me."



Managing and Motivating Teams

Who is it for?

Suitable for new managers, supervisors, team leaders, existing managers who are tasked with leading their team's collaborative effort

Workshops Aims:

This workshop will develop the practical skills needed to lead a team effectively in support of business objectives.

You will explore the opportunities to motivate and develop colleagues and teams, and learn communication techniques that will boost your team's engagement to achieving objectives.

Workshop Objectives:

By the end of the session you will:

- » Be enabled to develop a performing team
- » Develop the skills and behaviours to successfully motivate people and understand their communication preference
- » Identify the warning signs of an underperforming team and the actions to prevent failure



Duration:
1 day



Negotiating and Influencing

Who is it for?

New, aspiring and existing managers, who want to develop how to facilitate decisions that achieve win/win outcomes.

Workshops Aims:

To develop the skills, knowledge and behaviours needed to successfully influence and negotiate with key stakeholders to facilitate decisions that achieve win/win outcomes.

Workshop Objectives:

By the end of the session you will:

- » Understand the difference between persuading, influencing and negotiating
- » Gain knowledge of the fundamentals of the negotiation process
- » Identify the importance of planning negotiation, and the crucial factors to consider
- » Develop communication and listening skills to enhance successful outcomes
- » Develop the effective and creative behaviours of a great negotiator
- » Understand negotiation styles and how to achieve 'people' results
- » Develop win/win mind-set that avoids deadlock



Duration:
1 day



Coaching Skills

Workshop Title:

Who is it for?

Anyone who is responsible for managing and developing the performance of colleagues and teams. If you manage others and are responsible for their development in the workplace, this workshop will help you unlock their potential.

Workshops Aims:

This workshop will enable you to practically use the latest essential skills and techniques required to work as an inspirational manager. You will take part in practical sessions and receive feedback to evaluate your coaching style and its results impact.

Workshop Objectives:

By the end of the session you will:

- » Understand the difference between coaching , mentoring and counselling
- » Understand the role of the manager as a coach
- » Be enabled to make use of coaching models so as to structure and make your coaching conversations more effective in any situation
- » Learn how to conduct quality results focused coaching conversations
- » Be able to practice the skills and behaviours involved with being a great results focused coach
- » Be able to use day-to-day work activities as an opportunity to coach, inspire and raise standards

 **Duration:**
1 day

3



Conducting Performance Reviews

Who is it for?

For colleagues that conduct colleague reviews and performance and progression reviews (PPR).

Workshops Aims:

This workshop develops the skills of managers to deliver results through people performance management. You will focus on the core skills and processes required when conducting performance reviews with team members, examining processes and skills to provide feedback and agree objectives and ratings.

Workshop Objectives:

By the end of the session you will:

- » Develop the practical application of the PPR process and resources
- » Understand the purpose and benefits of the review process and the impact of getting it right
- » Identify and demonstrate the key skills to be able to hold an effective review, including fair and consistent ratings
- » Be able to agree SMART, qualitative and visioning goals
- » Understand the link between effective performance management and business results.
- » Monitor and measure performance against agreed goals



Duration:
1 day



Managing Difficult Conversations

Who is it for?

For all new, existing and aspiring managers who want to develop skills and behaviours to approach difficult conversations confidently, and to build stronger relationships. This workshop will help you to develop skills and behaviours in delivering difficult messages as well as setting the direction of critical conversations.

Workshops Aims:

Whether you are saying 'no' to a request, dealing with performance development or having a results conversation, this workshop will enable you to develop a high performance mindset and the skills to undertake results effective conversations.

Workshop Objectives:

During the session, you will:

- » Explore and understand why these situations are challenging
- » Develop strategies for professional and productive approaches
- » Be able to confidently deliver any message effectively to any person
- » Practise an approach to move people on in their thinking
- » Agree outcomes and plan the way forward



Duration:
1 day

3



Personal Effectiveness

Who is it for?

For all new, aspiring and existing managers

Workshops Aims:

To bring time management and prioritisation of tasks to life through practical exercises, tools and techniques. You'll develop the understanding of just where your time is lost, its impact on you and others. Then you'll explore how effective prioritisation and management of time. We'll help you to understand some proven tools, tips and techniques which challenge your approach to your workload and help you regain control.

Workshop Objectives:

By the end of the session you will:

- » Identify and deal with your time stealers
- » Prioritise tasks and the unexpected
- » Establish and overcome the causes of poor time management to value time as a resource for yourself, and focus on objectives and key areas of responsibilities
- » Learn tools to plan ahead and minimise the demands and pressures of your job
- » Increase personal and overall team productivity
- » Improve productivity and efficiency through effective, intelligent and planned delegation
- » Develop how to use your delegation style to identify the tasks that can and can't be delegated, according to the strengths and weaknesses of the team



Duration:
1 day



Finance Essentials

Who is it for?

For all new and existing managers who need to understand how finance works, for example when:

- Managing projects
- Running a cost-centre
- Engaging in discussions with a finance department
- Reading financial documents

Workshops Aims:

The aim of this workshop is to de-mystify the world of finance and give you the basics you need to engage in the financial world of Midcounties, gaining greater understanding of how finance works.

Workshop Objectives:

By the end of the session you will:

- » Identify the role and importance of finance within organisations
- » Recognise and describe some of the common terms and jargon that are used
- » Identify the elements of the Profit and Loss Account and Balance Sheet
- » Explain the distinction between profit and cash
- » Understand key techniques within management accounting, specifically costing, cash flow and break-even



Duration:
1 day



6. Trading Places

The aim of the Trading Places programme is to provide a 'self-service' platform for managers to 'trade places' with managers in other areas of the business to share good management practice, develop skills and knowledge, provide an opportunity to create strong working relationships and development networks across the Trading Groups.

There are some simple 'rules of engagement':

- 1.** It is open to all managers, Leadership Team and any colleague on a management apprenticeship, intern or graduate programme with the agreement of their line manager
- 2.** There is no limit to the number of times you can 'trade places'. However, it is a requirement that the specific development area you are looking to address has a positive impact on the business
- 3.** Following your 'trade', you must complete the Trading Places evaluation

To hear more about the programme and how it can support your personal and professional development [check out our video on Colleagues Connect](#).

To sign up please access [i.Learn](#) and follow the user guide or video to create your profile.

What was the most valuable aspect of your Trading Places experience?

"Going out with an Area Manager to some branches, understanding the Pharmacy Group as a whole from Stuart and noticing the consistent themes with our Food Group"

"Having more exposure to other parts of the business for my own professional development of possible cross group working"

7. Apprenticeships

We are passionate about helping people develop in their careers. This includes upskilling colleagues through our apprenticeship programme.

We have apprentices at all levels in all areas of our business, from managers in our food stores, to trainee travel agents in our co-op travel stores. Our apprenticeship programmes are open anyone over the age of 16 whether you are looking to start your career or looking to develop within your existing role with us.

Our apprenticeships are designed as a stepping stone to help you upskill ready for your next role.

If you wish to find out more about apprenticeships at Midcounties Co-operative, email apprenticeships@midcounties.coop and we will be happy to help.



8. Interns and Graduates

Our Internship programme:

The aim of our intern programme is to support the development and education of young people in our communities to create a pool of high calibre individuals who aim to become future colleagues within the Society. It is based upon an industrial placement, allowing colleagues to work and develop as part our team and put some of the theory in to practice. Successful interns will have the opportunity to progress on to our Graduate programme once they have complete their degree.

Our programme is open to students in their industrial placement year, who have a passion for our values and GCSEs in Mathematics and English at a grade C or above. The programme lasts one year.

If you have any questions, please email Intern.Programme@midcounties.coop

Our Graduate Programme:

Our graduate programme is a work based training programme, employing and training new colleagues with a high potential and high level of aptitude from a wide range of backgrounds to become advocates of co-operation, our specialist colleagues and leaders of the future.

The 2 year programme is available to anyone with a passion for our values, at least a 2:2 degree in any subject and GCSEs in Mathematics and English above a grade C. It lasts two years starting from Summer 2019. When will applications open?

If you have any questions, please email Graduate.Programme@midcounties.coop

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