

Your Guide to People Development



Want to grow, develop and do your best work?

Click on the different sections below to unlock your potential and find out more about what is available from People Development for our remarkable colleagues.



Click on this icon throughout the booklet to take you back to this page.

Your leadership resources



Unlock your potential.

Click on the different sections below to unlock your potential.



Essentials



**Skills &
Knowledge**



**Managers
Clubs**



**Manager's
Guides**

Your LEAP programmes



Unlock your potential.

Click on the different sections below to unlock your potential.



**LEAP Travel
Consultant**



**LEAP Team
Leader/
Supervisor**



**LEAP
Early Years
Practitioner**



**LEAP
Early Years
Educator**



**LEAP Retail
Team Leader**



**LEAP Retail
Manager**

Your opportunities to develop



Unlock your potential.

Click on the different sections below to unlock your potential.



**Your time to
focus on you**



**Your
Wellbeing**



**Grow your
own Mind**



Essentials

What's included?

HOP on, HOP off' three great topics.



- **Boost Performance:** Learn how to have great conversations that drive results.
- **Empower Teams:** Unleash your team's potential by providing guidance and support.
- **Navigate Complexity:** Master the art of adapting to different situations.

The choice is yours – book one, two or all three topics. Our bitesize approach fits into the busiest schedule. We recommend new managers do all three topics.

How will I learn?

LEARN

Plant the seed of knowledge by completing prework

EXPLORE

Attend 90-min Live Online sessions and engage with fellow learners

PRACTICE

Apply newfound knowledge and reap the rewards

REFLECTION

Take time to review progress

How will this help my development?

This program helps you understand yourself and others better. You'll build trust with your team, develop your feedback skills, and improve performance. Plus, diving into people management fundamentals will elevate you from good to great as a support manager.

Duration:
Approx 6-9 hours per
topic, 90 minutes
per week

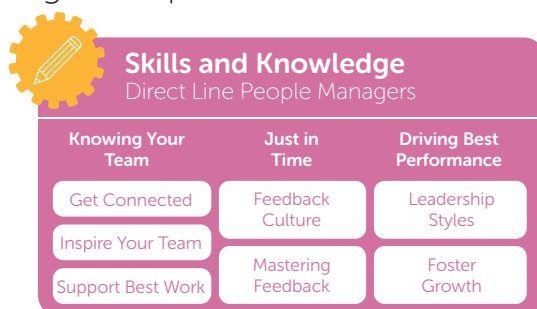




Skills & Knowledge

What's included?

HOP on, HOP off' three great topics.



- **Emotional Intelligence:** Dive deep into understanding emotions—both yours and your team's. Cultivate empathy, self-awareness, and relationship-building skills.
- **Communication Excellence:** Sharpen your communication toolkit. From empathic listening to impactful feedback, we'll cover it all.
- **Leading High-Performing Teams:** Unleash your team's potential. Discover how to inspire, engage, and foster collaboration.

The choice is yours - book one, two or all three topics. Our bitesize approach fits into the busiest schedule. We recommend new managers do all three topics.

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REFLECTION

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How will this help my development?

Whether you're a seasoned manager with 16 years of experience, or just starting out with 6 months under your belt, we've got something tailored for you. These topics are all about putting theories into action, gaining insights into your management skills, understanding how others operate, and creating a psychologically safe space for conversations with your remarkable colleagues, encouraging them to grow and do their best work. Let's make those conversations COUNT!

Duration:
Approx 6-9 hours per topic, 90 minutes per week





Managers Clubs

What's included?

Manager's Club is all about learning from fellow leaders, focusing on a different topic each month. It's colleague-owned. Yes, you heard that right!

And guess what? It's an opportunity to share your challenges, hear fresh perspectives, and listen to expert opinions and ultimately learn from each other's real life experiences.

How will I learn?

Join our monthly live online, informal sessions with no agenda.

How will this help my development?

If you're curious and eager to explore new ways of working by participating in manager's club you'll not only expand your internal network, you'll also gain fresh ideas and solutions to enhance your team's performance. Let's make it count!

Duration:
60 minutes





Manager's Guides

Colleagues Connect People and policies

What's included?

This section redirects you to Colleagues Connect where you will find a range of tools, guides and resources to support you with managing your colleagues through every part of the colleague life-cycle. This includes disciplinary and grievance, managing attendance, how to have a great check in and how to provide a good onboarding experience for new colleagues. You can find this is the People and Policies section.

How will I learn?

You will learn through a range of materials, such as:

- Videos
- Checklists
- Guides
- Flow charts

How will this help my development?

These resources will ensure you are following the correct processes, and adhering to our policies and employment law requirements.

Using these guides will build your confidence when carrying out your day-to-day role.

Duration:
Varies dependant
on resource





LEAP Travel Consultant

What's included?

This apprenticeship programme will provide you with the skills you need to make travel arrangements for holiday makers, including delivering complex travel arrangements and ancillary services to ensure your customers have a holiday experience that exceeds their expectations.

This apprenticeship consists of multiple modules, including geography, travel information, industry practice, business, product and service as well as legal and compliance and many more!

How will I learn?

You will learn through a range of methods, including:

- Virtual and face-to-face workshops
- Applying new knowledge and skills in your workplace
- Observations
- Self-study
- Mock exams and assignments

How will this help my development?

By completing this apprenticeship, you will develop the knowledge, skills and behaviours to become a competent and qualified Travel Advisor.

You will achieve:

Level 3 Travel Consultant Apprenticeship

Level 2 Functional Skills in Maths and English (if no prior exemption)

Duration:
14-18 months





LEAP Team Leader/ Supervisor

What's included?

This programme will give you the knowledge and skills to step into managing a team to deliver clearly defined outcomes, support, manage and develop team members, plan and monitor workloads, resolve issues and build relationships internally and externally.

This apprenticeship consists of multiple modules, including leading and managing people, building relationships, communication, project management, finance and many more!

How will I learn?

You will learn through a range of methods, including:

- Virtual and face-to-face workshops
- Applying new knowledge and skills in your workplace
- Observations
- Self-study
- Mock exams and assignments

How will this help my development?

Through completing this apprenticeship, you will develop the knowledge, skills and behaviours you need to become a strong leader and manager, helping you to progress into a leadership role.

You will achieve:

Level 3 Team Leader/Supervisor apprenticeship

Level 2 functional skills in maths and English (if no prior exemption)

Duration:
14 months





LEAP Early Years Practitioner

What's included?

This apprenticeship gives you the skills needed to work in an Early Years setting, learning the foundations of working with and caring for children, as well as developing your theoretical understanding.

This apprenticeship consists of multiple modules, including legislation, health and safety and safeguarding as well as special educational needs, personal develop, learning through play and many more!

How will I learn?

You will learn through a range of methods, including:

- Applying new knowledge and skills in your workplace
- Mock end point assessments
- Portfolio building
- Self-study
- Professional discussions
- Oral and written questions
- One-to-one time with Tutor

How will this help my development?

Through completing the Level 2 Early Years Practitioner apprenticeship, you will take your first steps into the Childcare sector and will become a qualified Level 2 member of the team.

At the end of your apprenticeship, you will achieve:

Level 2 Diploma for Early Years Practitioners

Level 2 Early Years Practitioner Standard

Level 2 Functional Skills in Maths and English (if no prior exemption)

Duration:
14 months





LEAP Early Years Educator

What's included?

This apprenticeship is the route to become a qualified Level 3 Early Years Practitioner, who delivers and provides high quality and engaging learning environments and opportunities for the children in their care, whilst working in partnership with parents and carers, meeting the children's individual needs.

A variety of topics will be covered, including safety and wellbeing of children, effective teaching and learning, promoting play, as well as the physical and nutritional needs of babies and children and many more!

How will I learn?

You will learn through a range of methods, including:

- Applying new knowledge and skills in your workplace
- Mock end point assessments
- Portfolio building
- Self-study
- Professional discussions
- Oral and written questions
- One-to-one time with Tutor

How will this help my development?

By completing the Level 3 Early Years Educator apprenticeship, you will develop the knowledge, skills and behaviours to become a Level 3 qualified practitioner.

At the end of your apprenticeship, you will achieve:

Level 3 Early Years Educator Standard

Level 2 Functional Skills in Maths and English (if no prior exemption)

Paediatric First Aid

Duration:
18-20 months





LEAP Retail Team Leader

What's included?

This apprenticeship gives you an introduction to becoming a leader within the retail environment. The knowledge, skills and behaviours you'll learn will support you to lead and coordinate the work of the team to complete tasks, identify and explore opportunities that drive sales, ensuring the team members maintain business standards in relation to merchandising, service and promotional activities in line with procedures.

How will I learn?

You will learn through a range of methods, including:

- Applying new knowledge and skills in your workplace
- Observations
- Self-study
- Mock exams and assignments

How will this help my development?

Through completing this apprenticeship, you will develop the knowledge, skills and behaviours you need to become a strong leader and manager, helping you to progress into a Team Leader or Store Manager Role.

You will achieve:

Retail Team Leader Level 3

Level 2 Functional Skills in Maths and English (if no prior exemption)

Duration:
14-15 months





LEAP Retail Manager

What's included?

The role of a Store Manager is diverse and includes leading and developing a team to achieve business objectives and working with a wide range of people, requiring excellent communication skills. Maximising income and minimising wastage are essential to the job and this apprenticeship will help you develop an understanding of business and people management principles, to support the achievement of the vision and objectives of the society.

Many topics will be covered, including business, finance and leadership as well as sales and promotion, product and service and merchandising, and many more!

How will I learn?

You will learn through a range of methods, including:

- Virtual workshops
- Applying new knowledge and skills in your workplace
- Observations
- Self-study
- Mock exams and assignments

How will this help my development?

Completing this apprenticeship will give you the knowledge, skills and behaviours to become a strong leader and manager, and will support your journey to become a Store or Operational Manager within the Retail sector.

At the end of your apprenticeship, you will achieve:

Retail Manager Level 4

Level 2 Functional Skills in Maths and English (if no prior exemption)

Duration:
14-15 months





Your time to focus on you

What's included?

This is a self-directed section of i.Learn containing sessions that help you to take ownership of your present and your future, reflecting on the next steps to take in your role and career or to simply enhance your skills so that you can be the best that you can in your current role.

The modules cover topics such as career journeys, interview skills, emotional intelligence, resilience and management techniques, as well as Microsoft Excel and hidden disability!

How will I learn?

You will learn through a range of methods, such as:

- Reading
- Watching
- Listening
- Reflecting

How will this help my development?

The resources will help you further develop your core skills that enhance both your personal and professional life, as these transferable skills complement best practices.

Duration:
**Varies dependent
on resource**





Grow your own Mind

What's included?

The Grow Your Own Mind area of i.Learn will be great for you if you are keen to expand your learning and thrive in your career.

How will I learn?

You will learn by accessing a variety of materials, such as podcasts and Ted Talks, that cover a range of topics like self-development and career planning, as well as politics and economics.

How will this help my development?

Exploring this section of iLearn will help you to expand your mind, and deepen your knowledge of a range of topics that you choose to delve into. Dive in and discover all that this section has to offer!

Duration:
**Varies dependent
on resource**





Your Wellbeing

What's included?

This is a self-directed part of i.Learn focusing on wellbeing, designed to suit all of our remarkable colleagues.

Within this section, you can access a variety of different content and learning materials, ranging from mental health awareness, dementia training and managing anxiety to mindfulness and meditation, as well as much more!

How will I learn?

You will learn by engaging with a range of available content, such as:

- Reading
- Watching
- Listening
- Reflecting

How will this help my development?

Completing topics in this section of i.Learn will help you to develop and improve your ability to look after your own wellbeing, and help you to look out for other colleagues.

Duration:
**Varies dependent
on resource**

