Maximising Your Potential

Learning & Development Programme

An invitation for you to grow and learn with and through others, allowing you to unleash your talents whilst expanding your skills and knowledge for the benefit of you and the company.
I am always doing that which I cannot do, in order that I may learn how to do it.

Pablo Picasso
Dear Colleague,

Welcome to the third edition of the annual Learning and Development schedule, covering 2012-13. This year’s format offers a blend of learning opportunities for staff and manager’s to meet the demands of compliance, competence and development.

Since the beginning of 2011 we trained over 20 people as Fire Wardens and have had almost 50 more trained in First Aid at Work. Almost a dozen people have gained an HGV Class II licence – some as part of our Warehouse to Wheels programme. Over 60 managers have taken the Discipline & Grievance course and 19 more have taken the ILM Level 3 Certificate in First Line Management – a nationally recognised qualification delivered in house by our accredited team. Currently we have 9 staff / Team Leaders on our Level 2 Certificate programme as they develop their leadership skills in A F Blakemore. These are just examples, in all over 250 people have benefitted from our programmes and initiatives – and that doesn’t count the teams and individuals who have taken up our offer of business coaching. We wish to continue this level of activity and expand to meet the needs of even more of our colleagues across the organisation over the coming years.

Still utilising the Growing You the Blakemore way as a platform to identify individual needs, the courses that are available can help individuals to progress their own careers as well as providing the business with future leaders with the capability to sustain success. The previous schedule introduced Institute of Leadership and Management (ILM) qualifications to A.F. Blakemore and this offering has now been improved and expanded. Qualifications can now be taken at Level 2 and 3 in the form of Awards, Certificates and Diplomas with options to build from level to level to suit specific needs. This now means we can offer nationally recognised qualifications at staff level that go above and beyond the standard framework of the NVQ and that can help to bridge the gap from shop floor to management.

All materials developed for the ILM programmes are also available as standalone modules to meet specific needs of managers and teams and we will look to bring together people from all divisions of the organisation to share their learning experiences and to take this knowledge back improve performance in their own teams. The foundations of these modules are underpinned by the Blakemore Way and will reflect and enhance the company’s values.

This year’s offering still contains the compliance elements which allows individuals to gain skills such as first aid, fire warden or role-specific skills some of which ensure that regulatory standards such as health and safety are maintained in our workplaces.

If as a result of reading this guide you wish to enrol on a training module or programme or if you require more information, please don’t hesitate to contact one of our team.

I look forward to seeing even more new faces looking to learn and develop for the business and for yourselves over the coming months.

Mel Walker
Learning & Development Manager
In order to identify which course best suits you, the Growing You The Blakemore Way annual review is your ideal start-point. The review links your behaviours to your job performance and the available modules should be able to provide you with appropriate development – whether this is a direct link to your workplace (e.g. First Aid) or more of an option to develop leadership skills and can even help teams learn together in order to deliver projects.

Once you have found the best fit for your development, your manager can contact us to make the necessary arrangements to get your needs met, whether this be a few hours for a specific session or a year-long accredited programme of learning. Beyond the current offering, if you or members of your team require specific training or development then please contact one of the team to discuss how we can ensure that your requirements are met.
Effective Team Member Skills

- Aimed at staff members – useful for all but especially for those wishing to move to the next level.

- Will provide participants with an introduction to the skills needed when working in and amongst teams, covering areas such as self development, contributing to improving team performance and being an effective team member.

- 5 day course which can lead to an optional Level 2 qualification.

Level 2 Certificate in Leadership and Team Skills

- Level 2 Certificate in Leadership and Team Skills

- Aimed at new to role team leaders, first line managers or leaders of small teams (or any of these groups who have had little or no development in their role as a leader).

- Will provide participants with the skills needed when leading teams and will cover areas such as giving great service to customers, maximising staff potential, behaving with honesty and integrity, attaining excellence and contributing to the community.

- 6-12 month course (including 4 x 3 day classroom sessions).
Customer Service Awareness

• Aimed at staff in a customer-facing role.

• Will provide participants with skills and knowledge for effectively selling to customers, understanding sales, legislation / compliance and meeting customer needs.

• Modular delivery from 2 hour time slots to 2 days.

I.T Courses

• Currently available for Word, Excel, PowerPoint and Access at Basic, Intermediate and Advanced levels.

• Basic courses are aimed at complete beginners or those with a very basic understanding of the MS Office software.

• Intermediate courses are aimed at broadening skills and knowledge of the applications, building upon existing experience of basic use.

• Advanced courses are aimed at those looking to specialise or become expert users. 1/2 - 1 day sessions.
Basic Food Hygiene

- Aimed at “open” food handlers and those with a responsibility for inducting or training food handlers.

- This course will provide delegates with a basic understanding of the food safety issues that relate to food handling at work. Upon completion the delegates will receive a nationally recognised qualification.

- 1 day course

First Aid at Work

- This course will provide participants with the basic knowledge and skills required to administer first aid and preserve life in the event of an emergency. Upon completion delegates will receive a nationally recognised certificate.

- 3 day course

Fire Warden

- Aimed at people who have fire marshalling duties in the workplace.
- Will teach delegates what to do in an emergency of fire situation and how to manage people in these situations. Includes information on evacuation, the use of fire extinguishers and the role of the fire warden.

- 1/2 day course
Level 3 Certificate in Leadership and Management

• Aimed at managers at Foundation (or Intermediate) Level who want to develop themselves.

• Will provide participants with skills and business improvement techniques including quality management, managing projects, motivation and performance, managing change in the workplace, coaching and leadership.

• 6-12 months duration (including 4 x 3 day blocks, delivery of a project and a final presentation).

Level 3 Award in Leadership and Management

• Aimed at Foundation Level managers in the Blakemore framework.

• Will equip in-role team leaders and managers a foundation for formal development by developing basic management and leadership skills and gaining necessary knowledge for this level.

• 3 day course.

Level 3 Diploma in Leadership and Management

• Aimed at managers who have successfully completed the Level 3 Certificate and wish to further develop their leadership and management skills.

• Will provide opportunities for learners to continue to develop using the knowledge and experience of others, applying this learning into actions and reflecting on how and what they have learned.

• 3 days classroom followed by 8-12 one day sessions over a period of 6-12 months

"The ILM course has provided me with an increased awareness of my own strengths and weaknesses as an Operations Manager... I would recommend the course to new and existing employees with hopes to develop their skill and knowledge."

Level 3 delegate 2011-12
Approved Development Programmes

Effective Team Member Skills: an approved course which will carry the key elements of the ILM certificated version but without the ILM lengthy assessment process. The learning will cover the following outcomes:-

• Understanding responsibilities for Health and Safety
• Understanding the legal requirements as a team member
• Know how to contribute towards solving problems
• Communicate effectively with the team
• Understand what is required when communicating to people outside the team
• Know how to contribute to a positive work environment with a diverse team
• Understand how to use physical resources efficiently
• Know how to manage self and own time in line with team goals
• How to manage self in a challenging situation

Customer Service Awareness: an approved course which includes elements of ILM units such as:-

• Providing quality to customers
• Working with customers legally
• Meeting customer needs
• Communicating with people outside the work team

Level 2

At Level 2 we are now able to offer the following options:-

• Award in Team Leading: this includes the mandatory elements of the Certificate which include developing yourself as a team leader, improving the performance of the work team and planning and monitoring work.

• Certificate in Leadership and Team Skills: this can be built on the Award or can be taken as a whole course in its own right. Units that will build from the Award to the Certificate will include Induction and Coaching in the Workplace, Briefing the Work Team, Providing Quality to Customers and Understanding Effective Team Working.
Level 3

We can now offer the following options for Level 3:

- **Award in Leadership and Management**: a flexible qualification which can be tailored to meet the needs of groups and be delivered over three days. With almost 40 units to draw from – ranging from Solving Problems and Making Decisions to Understanding Good Practice in Workplace Mentoring – there is scope to meet the needs of any manager wishing to develop their skills. A core programme is available for managers new to role or getting ready for their first management position which will provide the basic skills required for the role.

- **Certificate in Leadership and Management**: a complete development programme designed for new to role, first line managers / team leaders delivered over the course of 12-18 months allowing time for the learning to be converted into action in the workplace. The programme also involves leading a community event or project and truly gives the delegates every opportunity needed to role model the values of the Blakemore Way.

- **Diploma in Leadership and Management**: builds on the Certificate providing delegates with the chance to further develop the skills and knowledge gained from both the Certificate and their own development in their current role.
**Excellence**

This module is designed for two separate purposes:

1. Managers who need to develop skills in business improvement techniques and lean processing for an effective and efficient workplace
2. Teams dedicated to a particular project or task

Version 1 is a stand-alone course which will give learners insight into total quality management, managing projects and planning and allocating work.

Version 2 delivers similar skills and insights but then will provide mentoring and support for the project team as they deliver their project.

2-3 days delivery (plus a series of half- or one-day meetings if part of a project being delivered).

**Leadership**

Aimed at managers who wish to develop themselves as the leader of the team.

Will define the differences between management and leadership and will include Leading the Blakemore Way, understanding how to establish an effective team and coaching techniques.

3 day course

**Managing Change**

Aimed at managers facing changes in their work environment.

Will deliver the skills and knowledge required to successfully deal with changes in the way we work and will include subjects such as understanding change, planning change and influencing and negotiating with others.

3 day course
Create a can do approach by involving your team and your colleagues in what you are trying to achieve – empower them, support and encourage them. Take responsibility for your actions and those of your team but if mistakes are made don’t dwell on them – react appropriately and learn from them. Be your own role model and always lead by example. Develop a reputation for being firm, fair and approachable. Inspire and motivate your team with your passion and drive for excellence. Don’t be afraid to introduce challenging objectives but do it thoughtfully and allow for time and space for others to respond and ask questions. Take considered risks and don’t avoid decisions in difficult situations.
Intermediate Food Hygiene
Aimed at “open” food handlers or those with a responsibility for inducting or training food handlers who have additional responsibilities with regards to the food handling environment. Will provide delegates with an understanding of the food safety issues relating to the operation of a safe and efficient food business. Upon completion the delegates will receive a nationally recognised qualification.
4 day course

IOSH
Aimed at individuals or managers with a specific responsibility for Health & Safety in the workplace. Upon completion delegates are awarded a nationally recognised qualification.
5 x 1 day sessions

NEBOSH
Aimed at senior managers with responsibility for Health & Safety on their site. Will provide candidates with a comprehensive overview of Health & Safety management issues and requirements and upon completion will provide a nationally recognised qualification.
12 x 1 day sessions

Discipline & Grievance
Aimed at senior managers with responsibility for Health & Safety on their site. Will provide candidates with a comprehensive overview of Health & Safety management issues and requirements and upon completion will provide a nationally recognised qualification.
12 x 1 day sessions

Specialist Learning
We can arrange for more specialist courses via external providers should your role require it. These include:

- English for Speakers of Other Languages (ESOL)
- AAT (Association of Accounting Technicians)Level 3
- ACCA (the Association of Chartered Certified Accountants) Level 3
- CIMA (Chartered Institute of Management Accountants) qualifications
- CIPS (Chartered Institute of Purchasing Supply) range of qualifications
- Certificate in Personnel Practice
- Certificate in Training Practice
- IGD (the Institute of Grocery Distribution)Postgraduate Certificate
- Food Hygiene Advanced Level

If you can’t see what you’re looking for in this list, please contact the Learning & Development team and let us know what it is that you want.
Engaging and interactive training that will challenge you and provoke thoughts and actions in the workplace.
If you would like any more details about what the Learning & Development team can do to help maximise your potential, please contact us:

Melanie Walker
Learning & Development Manager
07827 95351
mwalker@afblakemore.com

Julie Knowles
Learning & Development Admin Manager
0121 568 2906
jknowles@afblakemore.com

Lorna Harris
Learning & Development Admin Assistant
0121 568 2935
lharris@afblakemore.com

David Cartwright
Learning & Development Officer
07554 403121
dcartwright@afblakemore.com

Nick Hursthouse
Learning & Development Officer
07769 144086
nhursthouse@afblakemore.com