

BAXTER FREIGHT

LEARNING & GROWTH ACADEMY

The *BEHAVIOURS* that matter

Course Prospectus



OUR VALUES

You could say our secret recipe lies in our DNA, which is set out in our 4 core values – who we are as a team to be the best for our customers, our suppliers and each other



We are Better Together

We have a friendly, open culture of collaboration with our customers, suppliers, and each other, helping us to achieve the best results and overcome even the most difficult challenges



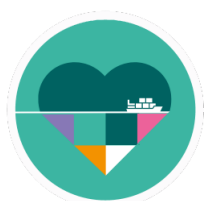
We Own It

We take as much individual responsibility as we can. Our long-term success comes from listening, learning and constantly improving.



We are Creative

We continuously innovate and are tenacious in helping our customers, suppliers, and each other to find the solution to achieve their goals.




We are Authentic

We do what we say. Being honest, straightforward, and humble builds trust in everything we do.

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*Where skills are
our goods and
excellence is our
destination.*

UNDERSTANDING THE PROGRAMMES

Programmes are allocated to a specific role level.

Harnessing Essential Behaviours

This programme is designed for role level **1**. This provides you with the essential behaviours to perform successfully in your role and to align to our culture and values.

Management Essentials

This programme is designed for role levels **2 & 3**. Units within the programme are pivotal to the role of a manager & leader. These short courses provide you with the essential skills to be successful in your role, drive performance, and develop individuals and teams.

Accelerator Leadership Skills

These are advanced units for role levels **2 & 3**. You must have completed the *Management Essentials Programme* before attending these sessions. These units provide you with a deeper dive into leadership development.

UNDERSTANDING THE PROCESS

MANDATORY & OPTIONAL

Training that is directly linked to achieving key business objectives, role competencies, and/or is essential for compliance, regulations, or industry standards are mandatory. Training that supports broader professional development or is beneficial for career progression is optional.

DELIVERY FORMATS

Our programmes are delivered in various formats. All resources are available with reflection opportunities following on from the units, this reinforces continuous learning.

Face-Face Workshops

A face-face workshop is a training session where you will attend in person in a group format. This format allows for direct interaction, which will enhance your learning experience in several ways allowing you to connect and share best practice with others.

Drop-in Session

A drop-in session is a flexible and informal type workshop where this is an optional event. Instead, you can "drop in" if it's a particular topic, you and your line manager have discussed that requires development.

Virtual Recording

We've created training materials in a virtual format, allowing you to watch and learn at your own pace. This is called Self-directed learning and is optional.

Webinar

You can join a webinar from anywhere through Microsoft Teams. It allows for participation and interaction between people regardless of your location.

Networking Event

Wait... What? You can learn by attending a networking event? Yes, that's right, you heard it! It's a gathering designed specifically for the purpose of professional interaction and relationship building. These events provide a platform for individuals to meet and connect with others in the business.





We are Better Together

This section covers the behaviours within **We are Better Together**. This covers a range of topics which are available via the 💡 Learning & Development Channel, accessible 24/7, and an opportunity to embark on guided and self-directed learning.

Short drop-in courses can be completed independently or are a mandatory part of your development.

Units covered within We are Better Together:

Building & Managing Relationships

For personal and professional effectiveness, having good working relationships with colleagues and effective alliances with customers, partners and suppliers will help to create an organisation people want to work with, helping us to achieve the best results and overcome even the most difficult of challenges.

Collaborative Bonds

When we work together, we can pool our knowledge and skills to achieve more than we could on our own. It helps to ensure decisions are made with all of the relevant information and perspectives, it sparks creativity and innovation and after all two heads are better than one! Effective relationships lead to a happier and more productive workplace. The courses in this section will offer opportunities to develop skills to engage with others more successfully.





Building & Managing Relationships and Collaborative Bonds

Who is this course for?

These courses are for all individuals and those who have management responsibilities and are serious about developing their abilities to build relationships and collaborate within their team and outside. They particularly support practicing team leaders seeking to move up to the next level of management, and managers who need to lead people to build strong long-lasting relationships.

Benefits for Individuals & Teams

- Improve clarity and effectiveness in conveying information, leading to better teamwork, and understanding within Baxter Freight
- Build stronger relationships with team members, creating a more supportive and enjoyable work environment.
- Managers with tools to develop their own skills and abilities
- Learn to manage conflict and address sensitive issues constructively, reducing stress and improving workplace dynamics.

Benefits for Customers and Suppliers

- Customer needs are understood and met, enhancing customer satisfaction and loyalty.
- Builds a foundation of trust which can lead to more favorable terms, collaborative problem-solving, and reliable service.



Harnessing the Essential Behaviours

Units

- Communication Skills
- Developing Rapport
- Teamwork & Collaboration

All role levels

Management Essentials

Units

- Negotiating and Influencing
- Handling Difficult Conversations
- Motivation & Understanding Others
- Understanding Team dynamics
- Delivering effective Team Meetings

Levels 2 & 3

Accelerator Leadership Skills

Units

- Collaborative Leadership

Levels 2 & 3

Building & Managing Relationships



Harness the Essential Behaviours

Develop your skills in Building and Managing Relationships

Our Building and Managing Relationship units are designed to enhance your communication skills and build rapport at all levels and across the business both internally and externally, ensuring that you can understand and meet the needs of others.

Building & Managing Relationships Units:

Communication Skills

Learning Outcomes:

- Understand your communication strengths and areas for development.
- Gain trust, loyalty and respect and get the results we need in our relationships with others.
- Understand the different methods of communication and their advantages and disadvantages.
- Understand the importance of active listening and non-verbal communication.
- Understand how to communicate in challenging situations.

How is this course delivered:

- Face-face Workshop

Who is this course for?

- Role level 1

Who delivers this Course?

- Charlie – Learning & Development

Duration:

- 2 Hours

Requirement:

- Mandatory

Developing Rapport

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and at all levels as well as external stakeholders.
- Listen to understand, use questions effectively to clarify.
- Learn how to use the importance of eye contact.
- Apply the importance of body language.

How is this course delivered:

- Face-face Workshop

Who is this course for?

- Role level 1

Who delivers this Course?

- Charlie – Learning & Development

Duration:

- 2 Hours

Requirement:

- Mandatory

**COMING
SOON**

Building & Managing Relationships



Develop your skills in Building and Managing Relationships as a Manager & Leader.

Our Building and Managing Relationship units for Managers and Leaders are designed to enhance interpersonal effectiveness, crucial for leading teams and driving our business success. Equipping you with the skills to foster strong professional relationships, navigate complex discussions with poise, and influence outcomes that align with our goals.

Management Essentials

Building & Managing Relationships Units:

Negotiating and influencing

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and at all levels as well as external stakeholders.
- Listen to understand, use questions effectively to drive results.
- Learn how to influence the outcome of a discussion.
- Apply the skills learned in the unit to the workplace.

COMING SOON

Who does this unit apply to?

- Charlie

Duration:

- 2 Hours

Requirement:

- Mandatory

Handling Difficult Conversations

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and at all levels as well as external stakeholders.
- Listen to understand, use questions effectively to drive results.
- Learn how to influence the outcome of a discussion.
- Apply the skills learned in the unit to the workplace.

COMING SOON

Who does this unit apply to?

- Charlie

Duration:

- 2 Hours

Requirement:

- Mandatory

Building & Managing Relationships



Drive motivation in your teams as a Manager & Leader.

Our Building and Managing Relationship units are tailored for Managers and Leaders who wish to delve into the intricacies of team dynamics and individual motivators.

Management Essentials

Building & Managing Relationships Units:

Motivation & Understanding Others

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and all role levels as well as external stakeholders.
- Listen to understand, use questions effectively.
- Learn the importance of...
- ...

COMING SOON

Who:
• Char...

Duration:
• 2 Hours

Requirement:
• Mandatory





Collaborative Bonds

Grow your skills in Collaborative Bonds.

Our Collaborative Bonds units are created to develop our teamwork. When we work together, we can pool our knowledge and skills to achieve more than we could on our own. It sparks creativity and innovation and after all two heads are better than one!

Harnessing Essential Behaviours

Collaborative Bonds Units:

Teamwork & Collaboration

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and at all levels as well as external stakeholders.
- Listen to understand and ask questions effectively.
- Learn to understand the importance of...
- ...

**COMING
SOON**

Duration:

- 2 Hours

Required:



Collaborative Bonds



Management Essentials

Expand your skills in Collaborative Bonds as a Manager & Leader.

These units are crafted to help managers recognise and harness the diverse strengths, personalities, and roles within their teams. By deepening their comprehension between different team members, managers can optimise collaboration, enhance team efficiency, and navigate interpersonal complexities with finesse.

Collaborative Bonds Units:

Delivering Effective Team Meetings

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and all role levels as well as external stakeholders.
- Listen to understand, questions effectively
- Learn to understand the importance of
- ... of

**COMING
SOON**

Who?

- Character

Duration:

- 2 Hours

Requirement:

- Mandatory

Understanding Team Dynamics

Learning Outcomes:

- Be able to establish and maintain positive connections with people across different departments and all role levels as well as external stakeholders.
- Listen to understand, questions effectively
- Learn to understand the importance of
- ... of

**COMING
SOON**

Who?

- Character

Duration:

- 2 Hours

Requirement:

- Mandatory

Collaborative Bonds



Accelerate your skills in Collaborative Bonds as a Manager & Leader.

This final unit in the Collaborative Bonds series is designed to enhance a leader's ability to drive team success through partnership and shared purpose. This session aims to develop skills in fostering an inclusive environment where ideas and decision-making are shared.

Accelerator Leadership Skills

Collaborative Bonds Units:

Collaborative Leadership

Learning Outcomes

- 1. To able to establish and maintain positive connections with people across different departments and at all levels as well as external stakeholders
- 2. To be able to build trust and rapport
- 3. To be able to build trust and rapport
- 4. To be able to build trust and rapport
- 5. To be able to build trust and rapport

Why do we need this?

- 1. To be able to build trust and rapport
- 2. To be able to build trust and rapport

Duration

- 1. 2 hours

Requirements

- 1. None

COMING SOON



This section covers the behaviours within **We Own It**. This covers a range of topics which are available via the 💡 Learning & Development Channel, accessible 24/7, and an opportunity to embark on guided and self-directed learning.

Short drop-in courses can be completed independently or are a mandatory part of your development.



We Own It

Units covered within We Own It:

Embrace a Growth Mindset

Embracing a growth mindset is pivotal as it fuels ongoing learning and adaptability. This mindset boosts performance, nurtures collaboration, and cultivates a culture of constant improvement, securing lasting achievements in an ever-evolving environment, challenges.

Resilience

A cornerstone of our culture, a trait that allows us to navigate through adversity and emerge stronger. It equips our teams to approach obstacles with a solution-oriented mindset, ensuring we can pivot effectively in response to industry shifts and maintain our commitment to excellence.

It empowers us to adapt to dynamic environments, stay ahead of the competition, and drive continuous improvement.





Embrace a Growth Mindset and Resilience

Who is this course for?

These courses are designed for individuals at all levels who are committed to personal and professional growth, as well as for managers who aspire to lead with adaptability and strength. To support managers and leaders to foster a culture of continuous life-long learning and resilience within their teams, individuals facing complex challenges, and for leaders who aim to inspire perseverance and innovation in our dynamic environment.

Benefits for Individuals & Teams

- Develops a robust foundation in growth mindset principles, equipping individuals with the resilience to overcome challenges and adapt to change.
- Sharpens feedback skills, ensuring that communication within teams is constructive and leads to continuous improvement.
- Strengthens self-management and accountability, enabling individuals to take charge of their performance and contribute to team success.
- Provides leaders with effective coaching techniques to support and develop their teams, driving engagement and performance.

Benefits for Customers and Suppliers

- Ensures that teams led by attendees of this programme are resilient, and able to maintain high service standards even in times of change.
- Cultivates a culture of open feedback and continuous improvement, which benefits suppliers and customers through enhanced collaboration and service delivery.



Harnessing the Essential Behaviours

Units:

- Cultivating a Growth Mindset
- Requesting and Receiving Feedback
- Accountability and Self-Management
- Building Resilience
- Emotional Intelligence

All Role Levels

Management Essentials

Units:

- Giving and Receiving Feedback
- Coaching Skills for Leaders
- Managing Performance

Levels 2 & 3

Accelerator Leadership Skills

Units:

- Change Management

Levels 2 & 3

Embrace a Growth Mindset



Ignite your skills in Embracing a Growth Mindset.

Our Embrace a Growth Mindset Units are curated to transform how we perceive challenges and learning opportunities within the workplace. These instill an understanding that abilities and intelligence can be developed through dedication and hard work.

Harness the Essential Behaviours

Embrace a Growth Mindset Units:

Cultivating a Growth Mindset

COMING SOON

Requesting & Receiving Feedback

COMING SOON

Embrace a Growth Mindset



Enhance your skills in feedback.

Our Embrace a Growth Mindset Units for managers and leaders are designed to enhance your leadership journey. Dive into the art of fostering a culture of open communication and continuous improvement.

Management Essentials

Embrace a Growth Mindset Units:

Giving and Receiving Feedback

**COMING
SOON**

Coaching Skills for Managers

**COMING
SOON**

Resilience



Embark on building your armour.

Here we focus on two pivotal courses that are essential for today's dynamic work environment. This guides you through strategies and practices to strengthen your ability to bounce back from challenges, adapt to change, and maintain well-being under pressure.

Harnessing Essential Behaviours

Resilience Units:

Building Resilience

Learning Outcomes:

- ✓ Understand and identify the key components of resilience and the steps to becoming more resilient.
- ✓ Learn how to build resilience and deal with challenges.
- ✓ Recognise and identify the signs when you are resilient and how to build resilience for the future.

**COMING
SOON**

Emotional Intelligence

Learning Outcomes:

- ✓ Understand and identify the key components of emotional intelligence and the steps to becoming more emotionally intelligent.
- ✓ Learn how to build emotional intelligence and deal with challenges.
- ✓ Recognise and identify the signs when you are emotionally intelligent and how to build emotional intelligence for the future.

**COMING
SOON**

Resilience



Finding the final piece to your puzzle.

Here we provide two critical courses tailored for our Managers and Leaders facing the fast-paced demands of the modern workplace. Equipping you with the skills to drive and sustain high performance in your team, focusing on motivation, accountability, and effective performance evaluation techniques.

Management Essentials

Resilience Units:

Managing Performance

Learning Outcomes:

- Understand why managing performance is a crucial function of management.
- How to create a high performance expectations.
- Ability to give performance feedback.
- How to establish a high performance culture.
- Setting performance goals.

**COMING
SOON**

Duration:

3 hours

Requirement:

None

Accelerator Leadership Skills

Change Management

Learning Outcomes:

- Understand why change management is a crucial function of management.
- How to create a high performance expectations.
- Ability to give performance feedback.
- How to establish a high performance culture.
- Setting performance goals.

**COMING
SOON**

Duration:

3 hours

Requirement:

None

This section covers the behaviours within **We are Creative**. This covers a range of topics which are available via the 💡 Learning & Development Channel, accessible 24/7, and an opportunity to embark on guided and self-directed learning.

Short drop-in courses can be completed independently or are a mandatory part of your development.



We are Creative

Units covered within We are Creative:

Solutions Architecture

It's identical to innovative problem-solving, it involves crafting imaginative and practical solutions to complex challenges, empowering us to overcome barriers and seize opportunities by reimagining possibilities. It transforms complex issues into actionable solutions, fostering innovation and driving our evolution and growth. Through this competency, we not only solve problems but also inspire progress.

Commercial Mindset

Is an entrepreneurial approach which involves understanding and achieving commercial objectives and driving value creation for sustainable success in our organisation, fostering a win/win mentality.

It allows us to adapt to market dynamics, making informed business decisions, and driving financial success. It encourages proactive thinking and positions us competitively in our industry. By cultivating a commercial mindset, we optimise resources, and achieve long-term sustainability.





Solutions Architecture and Commercial Mindset

Who is this course for?

These courses are tailored to provoke innovative thinking across all levels, they are particularly beneficial for those looking to enhance their creative problem-solving skills, managers intent on fostering a culture of innovation, and leaders eager to drive their teams towards solutions in an ever-evolving business landscape. These courses support individuals who are not only tackling daily challenges but also those who are steering their teams through complex, uncharted territories with a forward-thinking mindset.

Benefits for Individuals & Teams

- Equip yourself with the ability to dissect and navigate complex problems, leading to more inventive and effective solutions within your team.
- Develop commercial awareness, empowering individuals to understand and respond to market trends while teams can align their efforts with industry dynamics.
- Learn key skills as a manager and leader.
- Improve your team's performance

Benefits for customers and suppliers

- Customers' needs are heard and met with cutting-edge solutions.
- Transparent and prudent financial dealings, building trust and confidence.



Harnessing Essential Behaviours

Units

- Practical Problem Solving
- Commercial Awareness
- Cost Consciousness
- Entrepreneurial Mindset

All role levels

Management Essentials

Units

- Financial Acumen

Levels 2 & 3

Accelerator Leadership Skills

Units

- Advanced problem solving and Critical Thinking

Levels 2 & 3

We are Creative

Craft the path to making effective decisions.

This course stands out as a cornerstone, It's meticulously designed to equip you with problem-solving techniques specific to solutions architecture. You'll delve into identifying and dissecting complex challenges, developing innovative solutions, and effectively implementing them.

Harnessing Essential Behaviours

Solutions Architecture



Solutions Architecture Units:

Practical Problem-Solving

**COMING
SOON**

Accelerator Leadership Skills

Advanced Problem- Solving & Critical Thinking

**COMING
SOON**

Become business aware

Deep insights into understanding where we sit in the market. It's designed to sharpen your ability to make informed decisions that align with both the current market and future aspirations. We look at optimising expense, teaching you to critically analyse costs, identify areas for financial efficiency, and make budget-conscious decisions.



Commercial Mindset

Harnessing Essential Behaviours

Commercial Mindset Units:

Commercial Awareness

Learning Outcomes:

- Understand who we compete with, why
- Where is our position in the marketplace
- Value of customer loyalty
- Short-term vs long-term
- Understanding of the market
- Understanding of the market

**COMING
SOON**

Duration:
• 1 hour and 30 minutes

Requirement:
• Financially

Cost Consciousness

Learning Outcomes:

- Understand who we compete with, why
- Where is our position in the marketplace
- Value of customer loyalty
- Short-term vs long-term
- Understanding of the market
- Understanding of the market

**COMING
SOON**

Duration:
• 1 hour and 30 minutes

Requirement:
• Financially

Build your personal brand.

Aims to ignite your innovative thinking and risk-taking abilities. It covers strategies for idea generation, opportunity evaluation, and the creation of value in a business setting. It's perfect for fostering an entrepreneurial spirit, whether you're leading a team or driving innovation as a team member.

Commercial Mindset



Harnessing Essential Behaviours

Commercial Mindset Units:

Entrepreneurial Mindset

**COMING
SOON**

Management Essentials

Financial Acumen

**COMING
SOON**

This section covers the behaviours within **We Own It**. This covers a range of topics which are available via the 💡 Learning & Development Channel, accessible 24/7, and an opportunity to embark on guided and self-directed learning.

Short drop-in courses can be completed independently or are a mandatory part of your development.

We are Authentic



Units covered within We are Authentic:

Customer-Centric

It's placing the customer at the center of everything we do. We make the needs, preferences of the customer our primary focus, guiding all aspects of the business, from product development to service delivery. It doesn't only affect customer-facing functions; it ripples through Baxter Freight. Every function contributes to exceptional customer experiences, operations, finance, HR, and more.

The impact is far-reaching. Every role influences the customer experience, fostering a positive brand image and aligning functions with customer requirements.

Leading with Purpose

...Is guiding and inspiring others, deeply committed to a meaningful and authentic vision. We do what we say highlights honesty, straightforwardness, and humbleness to amplify trust in everything we do. Embodying these qualities reaffirms our dedication to customers and each other.

The impact is far-reaching. Every role influences the customer experience, fostering a positive brand image and aligning functions with customer requirements.



Customer-Centric and Leading with Purpose

Who is this course for?

These courses are designed for team members at all levels, including managers and leaders. This programme is ideal for anyone looking to enhance their customer-centric approach and develop a purpose-driven leadership style. Whether you're an emerging leader or an experienced manager, this course offers valuable insights and practical skills to deepen your understanding of customer needs and align your team with a meaningful mission. It's perfect for those aiming to create a positive impact in their roles, foster a customer-focused culture, and lead with authenticity and vision in a dynamic business environment.

Benefits for Individuals & Teams

- Individuals and teams will gain a deeper insight into customer behaviours, needs, and expectations, enabling them to tailor their approaches and solutions more effectively to meet customer demands.
- Participants, especially those in managerial roles, will develop a stronger, purpose-driven leadership style, fostering a positive and motivating work environment.
- Engaging in meaningful work aligned with personal and organisational values leads to higher job satisfaction and employee engagement.

Benefit for Customers and Suppliers

- With a deeper understanding of customer needs, teams can contribute to the development and delivery of higher quality products and services, directly benefiting the end user.
- Suppliers receive clearer and more constructive feedback from customer-focused teams, helping them to improve their own products and services.



Harnessing the Essential Behaviours

Units:

- Customer Service Excellence
- Time Management & Organisation.
- Values Workshop

All Role Levels

Management Essentials

Units:

- What makes an effective leader?
- Delegation

Levels 2 & 3

Accelerator Leadership Skills

Units:

- Setting Visions & Strategies
- Managing a Hybrid Workforce

Levels 2 & 3

Customer Centric



**Become memorable
in the right way.**

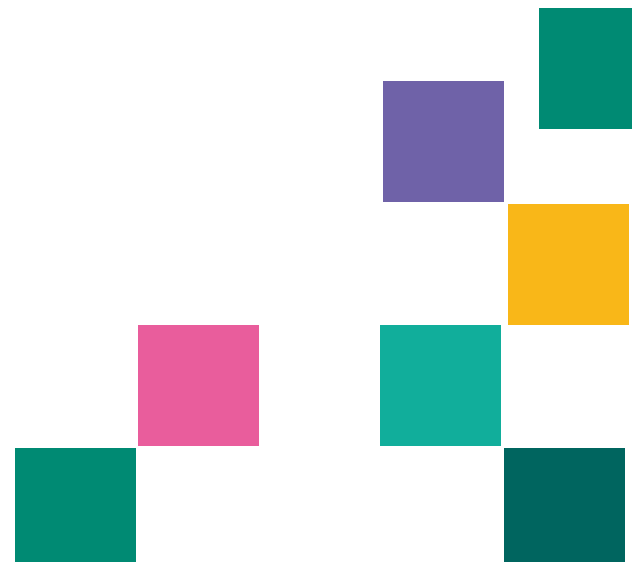
The heart of business success is the customer. This course delves into the intricacies of understanding and anticipating customer needs, behaviours, and preferences. Participants will learn strategies to enhance the customer journey, engagement, loyalty, and satisfaction.

Harnessing Essential Behaviours

Customer-Centric Units:

Customer Service Excellence

**COMING
SOON**



Leading with Purpose



Shine a light on your path to success.

Expertly crafted to empower professionals with key skills in managing your time and work tasks wisely, aligning how you carry out those tasks personally with our values, ensuring that every decision and action contributes meaningfully to the broader mission, vision, and goals.

Harnessing Essential Behaviours

Leading with Purpose Units:

Time Management & Organisation

Learning Outcomes

- Understand the impact that both systems and your control of tasks has on your outcomes.
- Apply how to optimise your efficiency with systems, in person, and in the cloud, and as either a manager or a team member, including how to identify current needs and how to address them.
- Understand the importance of time management and how to manage your time effectively.
- Understand the importance of time management and how to manage your time effectively.

COMING SOON

Values Workshop

Learning Outcomes

- Understand the importance of values in the workplace and how to align your values with the organisation's values.
- Apply how to optimise your efficiency with systems, in person, and in the cloud, and as either a manager or a team member, including how to identify current needs and how to address them.
- Understand the importance of time management and how to manage your time effectively.
- Understand the importance of time management and how to manage your time effectively.

COMING SOON

Paving the way in your leadership journey.

An effective leader is marked by a combination of qualities and skills that enable them to inspire, guide, and influence their team towards achieving shared goals. When it comes to delegation, it's an essential skill for effective leadership.



Leading with Purpose

Management Essentials

Leading with Purpose Units:

What makes an Effective Leader

Learning Outcomes:

- What is your role?
- What's your leadership style?
- The difference between leadership and management, and the need for each of them.
- Range of best leadership styles – their use and potential impacts on individuals and outputs.
- Identification, development, and appropriate use of personal leadership styles.
- How to build trust and respect within the team.
- The top 10 areas that destroy your ability to lead and manage.

How is this course delivered:

- Face-face Workshop

Who is this course for?

- Levels 2 & 3

Who delivers this course?

- Charlie - Learning & Development

Duration:

- 3 hours

Requirement:

- Mandatory

Delegation



You are not a leader until...

Setting visions and strategies and managing a hybrid workforce are two critical aspects of modern leadership, each requiring a distinct set of skills and approaches.

Accelerator Leadership Skills

Leading with Purpose



Leading with Purpose Units:

Setting Visions & Strategies

**COMING
SOON**

Managing a Hybrid Workforce

**COMING
SOON**

Unlock your learning and development potential with your tailored Continuous Professional Development (CPD) Log.

Have you ever attended a training course and wondered...Well, what now?

The most important part of any training often comes after the actual training sessions, focusing on the application and reinforcement of newly learned knowledge and skills by testing, making it part of your daily work and asking for feedback.

A CPD log is not just a record of learning activities; it's a tool that fosters growth, ensures ongoing competency in your profession, and can lead to more significant opportunities and improvements in job performance and skill enhancement.

Learning and Development Pathway



How to Log Learning

1. **Identify CPD Activity:** Whenever you complete a professional development activity like a workshop, webinar, drop-in, networking event, talk, recording, coaching, identify it as a CPD activity.
2. **Log the Details:** In your CPD log, record the date of the activity.
3. **Describe the Activity:** Write a brief description of what the activity was (e.g., "Attended a webinar on project management").
4. **Reflect on Learning:** Note down what you learned from this activity. This might include new skills, knowledge, or insights.
5. **Application in Work:** Think about how you can apply this learning to your day-to-day work. Write a brief plan or idea on how you intend to use this new knowledge or skill.
6. **Record Time Spent:** Note down the amount of time you spent on this activity.
7. **Regular Updates:** Make it a habit to update your CPD log regularly, ideally right after completing a CPD activity.
8. **Review Periodically:** Your CPD Log will be reviewed at every Check-in Chat to assess your learning progress and to plan future development activities.



Self-Directed Learning

An opportunity to embark on guided and self-directed learning at your own pace. These are optional units that count towards your CPD.

How do I enroll onto a Self-Directed Learning unit?

You do this by accessing the learning resources on the 💡 **Learning & Development** Teams channel.

Where do I log, I have completed a Self-Directed Learning unit?

You will log your learning through your CPD record as usual.

What happens once I have completed a unit?

You will need to put your newly learned knowledge into your day-to-day work activities, that means:

Putting What You Learned to Use: Think of training like learning to ride a bike. The real deal starts when you're actually riding on your own. After training, it's all about using what you've learned in your day-to-day work.

Remembering the Stuff: Ever forget what you had for dinner two nights ago? It's easy to forget training stuff too if you don't keep using it. The more you use what you learned, the better you'll remember it. You've all heard the term, if you don't use it, you'll lose it?

Getting Feedback: It's like playing a new game, you need to know if you're doing it right or if you're about to crash. Feedback after training helps you understand how well you're applying your new skills and where you can get even better.

Keep Learning: Learning doesn't stop when the training session ends. Keep picking up new stuff, whether it's from your own experiences, your team members, or even more training sessions.

Getting Help When You Need It: If you're trying to use your new skills and you're stuck, it's okay to ask for help. Whether it's your manager or a team member, there's always someone who can give you a hand or point you to more info.

How do Self-Directed Units work

You will follow a series of learning activities to support embedding the knowledge. You may start by watching a pre-recorded webinar, a short training video or asked to complete a learning transfer check, each will be unique to the topic. You will have the opportunity to embed new knowledge to apply into your day-to-day work, once you have completed the learning transfer activities, hey presto! A newly learned skill.

