

# RISING STARS

## Who should attend?

The Rising Stars twelve-month programme is for internal colleagues who have been identified by the senior management team to have the potential to be future supervisors and or team leaders

It aims to broaden an individual's exposure of the mechanics of a successful branch and create a thirst for progress within four key operational excellence areas.

The programme is aimed at individuals who are currently in a customer service role and form part of the sustainable people strategy of "grow your own talent" within the company.

## What are the benefits of attending?

Each of the operational excellence workshops are delivered by internal Knowledge Experts from operations, who have successfully completed 'Train the Trainer' for their own talent development both in coaching and facilitating skills.

Each workshop underpins the companies behaviours together with the fundamental curriculum instilled from each of the Knowledge Experts with the overall aim to provide excellent customer service both internally and externally.

Delegates knowledge is validate by the Knowledge Expert in the format of pre and post knowledge reviews, general quiz, company in-branch audits, product add-ons, self-evaluation, action plans and 1-2-1 reviews with delegates line managers to sign of the training matrix for each of the four operational excellence areas.



## Workshops are

- Working Together to Achieve Results
- Customer Service
- Understanding Stock and Product Knowledge
- Sales and Margin
- Health & Safety "Think Safe, Work Safe, Home Safe"
- Rising Stars Talent Pipeline Evaluation Presentation
  - Key learnings
  - How the programme supported my day to day job
  - Benefits to the customer

## Programme measurement of success

- Internal Knowledge Expert Train the Trainers
- Talent pipeline training matrix fulfilled
- Kirkpatrick Evaluation Levels
- 70/20/10 approach for sustainability
- Operational Excellence demonstrated
- Company strategy, values and competencies
- Customer 'Touch Points' in four key areas
- Life long business skills

