SSP Academy

Delivering Excellence

Team Member to Supervisor

Team Member Level

- **Induction**

Training Tracks/Solutions To the Team

"How To…" - Brand Training Tool

Customer Service - The SSP Service Style

Relevant NVQ links etc

Supervisory Level

Pathfinder
Workbooks on:
- Operational Tasks/Activities
- Training/coaching
- Communication
- Delegation
- Prioritising your shift
- Financial Awareness
- Supervising a sales & service team
- Managing minor performance issues

Workshops
Modules 1, 2 & 3

Managing Excellence

AM to Single Site Mgt

Core Level

- **Discovery**

Managing in SSP

Performance Coaching

Financial Advantage

Recruiting Excellence

Essential Communication

Prioritisation & Planning

Performance Mgt

Leading Sales & Service Team

I.T - Lynx, Kronos

Advantage Level

Situational Leadership in SSP

Developing High Performance Teams

Commercial Advantage

Coaching Advantage

Communicating Advantage

Leading Excellence

Multi-Unit/Site & Functional Mgt

Core Level

- **Pioneer**

Coaching Excellence

Remote Mgt Skills

Creating a Sales & Service Culture

Performance Appraisal & Development

Commercial & Brand Awareness

Financial Awareness

Leading Change

Resourcing Excellence

Communicating Excellence

Advantage Level

PDP
- *Secondments*
- *Project work*
- *Role shadowing*

The SSP Business Coaching Certificate

Transformational Leadership

Strategic Planning & Analysis

Strategic Excellence

Directors & Heads Of…

Core Level

- **Evolution**
- *Secondments*
- *Project work*
- *Role shadowing*

Premier Performance (Coaching)

Strategic & Commercial Leadership

Organisational Change

Inspirational & Transformational Leadership

Client Relational Leadership

Advantage Level

Executive Coaching

PDP tailored development

Divisional Secondments

SSP Management Induction