

Woolworths Limited Training, Education & Development Plan

Competencies & Capability

Leadership
 Business Smarts
 Innovation
 Strategic Thinking
 Executive Style
 Leading &
 Managing Change
 Integrity & Courage
 Technical Skills

Managers
 Managing Performance
 Business Smarts
 Communication
 Negotiation &
 Influence
 Decision Making
 Planning &
 Organising
 Building Relationships
 Developing Others
 Building Teams
 Achievement/Drive
 Technical Skills

Everyone
 Integrity & Trust
 Passion & Drive
 Customer Friendly
 Walk the Talk
 Technical skills

Senior Management Leaders

Strategic Management Change Management Executive Leadership	Capital Management Logistics Strategy Marketing Strategy Project Management
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Area Managers, Business Managers, Merchandise Managers, Senior Managers

Graduate Certificate & Diploma - MGSM

Leadership Managing Human Resources Management Communication	Risk Management & Compliance, Marketing Management Logistics, Technology Financial Management Area Managers Workshop Business Managers, MM Workshops
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Store Managers, Buyers, Support Managers

Bachelor of Business (Retail) Woolworths Diploma of Retail Management

Managing People – Recruitment & Selection Coaching Performance Management Implementing Change Time & Task Management	Managing the Business – Profit & Loss Shrinkage Compliance Buying / Store Management
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Department Managers, Trainee Buyers, MAs, Supervisors

Woolworths Certificates III & IV

Introduction to Management Team Building Communication	Safety Management Customer Service Management Making Sales & Profit Compliance Housekeeping & Presentation
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Trainees

Woolworths Certificate II

Team work Communication	Customer Service Retail Calculations Product Knowledge Knowing your Department
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All Staff

On going (Mandatory)

WOW Basics Compliance Service Systems & Procedures	Safety Basics Systems & Procedures	Safety Basics Systems & Procedures	Safety Basics Compliance Systems & Procedures	Safety Basics Compliance Systems & Procedures	Safety Basics Systems & Procedures	Safety Basics Systems & Procedures
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All Staff

Induction (Mandatory)

<u>Corporate Content</u> -History -Vision & Values -Policy	<u>Divisional Content</u> -Structure -Business Overview -Objectives & Goals -Service	<u>Department Content</u> -Tasks -Processes -Team -Service
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Supermarkets	BIG W	Dick Smith, Tandy & Powerhouse	Liquor & Petrol	Buying & Marketing	Logistics	Corporate Services Finance Information Technology Human Resources Property
Store Operations				Store Support		

Leadership & Culture

Executives
 Leadership Programs and Development Projects to demonstrate leadership behaviours and promote our culture

Managers
 Programs which introduce leadership behaviours

Everyone
 Learning how to demonstrate our culture through our behaviours

Introduction to Woolworths culture & stakeholders