

Compass Group Course Catalog

Create your own success story at Compass Group





Success:

it's embedded in our Compass Group culture. Create your own success story at Compass Group.

Introduction

COMPASS GROUP is committed to enhancing the skills, knowledge, and professional development of all associates through quality and innovative training.

The formula for excellent performance is a combination of training (learning skills, knowledge, and behavior) and application in the workplace (on-the-job experiences). This process begins with managers and associates discussing current competencies and future goals to determine exactly what training is needed.

Compass Group believes developing our great people not only supports our business goals as outlined in Mapping Our Way Forward, but also leads to career growth and long-term associate satisfaction. You're part of a company that is altogether great. From our great people to our great results, we're a spirited and passionate team focused on doing our very best.

For managers, the role of advisor is critical.

Coaching and frequent feedback help an associate transfer what is gained in training to real life work situations. It is the application of skills and knowledge through coaching where true measurement of the training investment can be realized. Performance changes are more likely to be permanent when associates know how and when to apply their skills and the manager provides relevant feedback.

Career Growth

Career growth doesn't just happen—it must be planned. Compass Group is committed to helping you realize your potential and your professional goals. But, it's up to you to manage your own career, and to have a clear idea of what your objectives are and how you want to achieve them.

With so many different job roles across a variety of sectors, Compass Group offers a wide range of training opportunities. This course catalog highlights core offerings grouped by Compliance Training, Skills Development Training, and Leadership Development. For a comprehensive list of Compass Group training, visit MyLMS.

How to Choose the Right Training

Our courses are designed to enhance your performance in your current role and help you advance to your next role. Courses are identified by three content levels: Entry, Mid, and Senior. By understanding the level of content, you can choose training that fits your individual needs.



Consider training courses to fit your current and future needs and determine the competencies you would like to gain. This course catalog provides a Training Matrix on the inside back cover to help you view the many elements at a glance. The Training Matrix aligns courses with Content Levels, Competencies, and MAP. Use this Training Matrix as a guide to find what courses are best for you.

MyLMS

Compass Group offers training to all associates through MyLMS, Compass Group's Learning Management System. MyLMS offers access to training from any device, anytime. You can browse a course catalog, enroll in training, and view a record of all of your training throughout your career with Compass Group.



▶ <https://www.compassmylms.com>

Development Opportunities

Whether you're at the beginning of your career or a senior manager, Compass Group offers you an extensive range of development opportunities. The key to your career growth is the ability to gain new skills and expand your knowledge.

■ Compliance Training

As a leader in our field, we have to set the highest possible standards for the quality of the services we provide and the professional and ethical way we run our business. Our reputation and future success depend on it.

Compass Group offers Compliance Training to help you understand your role in maintaining the highest standards of service, interaction with others, and ethics.

■ Skills Development Training

Skills Development Training can help match the needs of all associates regardless of career experience. Our goal is to offer the best, most effective job-related training possible for associates to maximize skills for excellent job performance and career growth.

- **Technical Skills:** the day-to-day skills that assist in promoting effective production and work satisfaction
- **Interpersonal Skills:** the use of people skills for communication, relationships and helping others
- **Management Skills:** the ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals
- **Financial Skills:** the understanding and application of financial management principles to ensure decisions are fiscally sound and responsible

■ Leadership Development

We provide leadership development programs for every stage of your career. Our Leadership Development programs prepare our future leaders to develop the organization and drive long-term, sustainable growth.

You can be a leader at every stage in your career. From managing yourself to managing a business, our leadership development programs are designed to achieve results—both for you and for the organization.

Compliance Training



Compliance Training applies to all associates and helps us understand and comply with laws, regulations, and policies. Before focusing on developing skills and competencies, complete all compliance training. Compliance Training for Frontline Associates is often included in **CHAT: Communication, Help and Training**.

All frontline and salaried, non-exempt Compass Group associates should complete required, job-related training during regularly scheduled working hours as defined by their respective manager. Manager approval must be obtained prior to taking training and all hours must be recorded as worked—do not work off the clock!

Check with your sector for a full list of compliance courses as there may be industry-specific compliance training required for your position.

Compliance requirements are detailed by company policy and/or applicable law. If there are any additional requirements or differences in your state law, sector policy or Collective Bargaining Agreement, those requirements will govern.

COMPLIANCE TRAINING		ENTRY LEVEL	MID LEVEL	SENIOR LEVEL
COMPASS	Appreciating Differences	●		
	Leave of Absence Compliance	●		
	Preventing Workplace Harassment	●		
	Safety Training for Managers	●		
	Wage & Hour	●		
FOODSERVICE	ServSafe Alcohol	●		
	ServSafe - Food Handler	●		
	ServSafe - Live Class and Exam	●		
	ServSafe ONLINE	●		
HEALTHCARE	Blood Borne Pathogens*	●		
	Disaster Management*	●		
	Fire Preparedness*	●		
	Hazard Communication*	●		
	Healthcare Abuse & Neglect*	●		
	HIPAA Training*	●		
	Infection Control*	●		
	Patient Psychosocial Needs*	●		
Safety & Accident Prevention*	●			

This course catalog highlights core training. For a comprehensive list of Compass Group training, visit MyLMS.

** Training is included in CHAT.*

Find Courses & Enroll

To locate course schedules and enroll in available courses, visit MyLMS, Compass Group's learning management system, at <https://www.compassmylms.com>.



Skills Development

Skills Development Training can help match the needs of all associates regardless of career experience. Our goal is to offer the best, most effective job-related training possible for associates to maximize skills for excellent job performance and career growth.

Financial Skills

The understanding and application of financial management principles to ensure decisions are fiscally sound and responsible

CORE COURSES

Labor Productivity Management

- Delivery: e-Learning
- Duration: 90 minutes



Labor Productivity Management provides the tools necessary to track and measure the use of labor dollars to highlight efficiencies and spotlight opportunities for improvement. The course focuses on benchmarking, customers per labor hour and sales per labor hour. It features case studies and testing for knowledge gained.

Mapping for Action

- Delivery: Instructor-Led Classroom
- Duration: 2 Days



Mapping for Action teaches the MAP Framework. Participants learn not only what each MAP area represents, but also how each area impacts their daily operations and long-term strategy. A lot of time and effort is also placed on sharing best practices and discussing the key opportunities in each MAP area to make improvements. There are two versions of the program. One designed for Food and Vending and one for Crothall.

Mapping for Value

- Delivery: Instructor-Led Classroom
- Duration: 2 Days



Mapping for Value is an interactive business simulation that not only teaches the basics of the Management and Performance (MAP) framework, but also how decisions and strategy surrounding each area of MAP have an impact on the organization. Teams run a simulated business and in each round make decisions for each MAP.

FINANCIAL SKILLS TRAINING	ENTRY LEVEL	MID LEVEL	SENIOR LEVEL
Labor Productivity Management Online		●	
Mapping for Action		●	
Mapping for Value			●
Profit Improvement Method	●		
Zodiak	●		

This course catalog highlights core training. For a comprehensive list of Compass Group training, visit MyLMS.

Find Courses & Enroll

To locate course schedules and enroll in available courses, visit MyLMS, Compass Group's learning management system, at <https://www.compassmylms.com>.



Interpersonal Skills

The use of people skills for communication, relationships and helping others

CORE COURSES

DiSC – Dimensions of Behavior

- Delivery: Online Instructor-Led and Instructor-Led Classrooms
- Duration: 2-4 Hours Depending on Delivery Method



DiSC helps participants understand themselves and others better within the work environment, resulting in improved communication and performance. The DiSC process helps participants understand that behaviors are situationally based.

Learning to Listen

- Delivery: Online Instructor-Led Classroom
- Duration: 1 ½ Hours



In Learning to Listen, participants complete an online assessment to help measure listening skills in three different areas: Capturing the Message, Helping the Speaker, and Staying Focused. Participants will have the opportunity to identify areas for improvement and develop skills for enhanced listening.

Writing Advantage

- Delivery: Instructor-Led Classroom
- Duration: 1 Day



Writing Advantage introduces participants to a proven four-step process of writing: Plan, Design, Draft and Revise. Rather than focus on grammar and punctuation, this course focuses on a method of writing that enhances effectiveness and increases efficiency.

INTERPERSONAL SKILLS TRAINING		ENTRY LEVEL	MID LEVEL	SENIOR LEVEL
COMPASS	Business Etiquette	●		
	DiSC - Dimensions of Behavior	●		
	Learning to Listen	●		
	Speaking in the Moment	●		
	Writing Advantage by FranklinCovey	●		
HEALTHCARE	The Art of Effective Communication/ Listening	●		
	Conflict Management	●		
	Dealing with Difficult Attitudes	●		
	Memorable Interactions	●		
	Mixing 6 Generations in the Workplace	●		
	What Customers Really Want	●		

This course catalog highlights core training. For a comprehensive list of Compass Group training, visit MyLMS.

Find Courses & Enroll

To locate course schedules and enroll in available courses, visit MyLMS, Compass Group's learning management system, at <https://www.compassmylms.com>.



Technical Skills

The day-to-day skills that assist in promoting effective production and work satisfaction

CORE COURSES

Culinary Video Library: The Culinary Institute of America Training on Demand



- Delivery: e-Learning
- Duration: 30+ hours

In partnership with The Culinary Institute of America, Culinary Video Library offers 30+ hours of in-depth culinary, baking & pastry, and front-of-the-house training. Topics include: Knife Skills and Knife Care, Cooking Methods, Basic Kitchen Techniques, Soups, Stocks & Sauces, Techniques of Healthy Cooking, Baking & Pastry, Confections, Beverages & Wine, Front-of-the-House and Foodservice Management.

e-Culinary Experience!



- Delivery: e-Learning
- Duration: 10 hours over 60 days

The “e-Culinary Experience!” is revolutionary online training developed in partnership with The Culinary Institute of America (CIA). Participants explore the world of professional kitchens via streaming video guides, and learn the vocabulary, concepts, and cooking techniques that professional chefs know about the world of food and cooking. Participants are guided through the training by a CIA chef through e-mail and online discussion groups.

Project Management by FranklinCovey



- Delivery: Instructor-Led Classroom
- Duration: 2 Days

FranklinCovey’s Project Management Workshop involves four steps: Visualize, Plan, Implement, and Close. This proven approach helps project managers and their teams develop and deliver high-quality projects on time and within budget.

TECHNICAL SKILLS TRAINING		ENTRY LEVEL	MID LEVEL	SENIOR LEVEL
COMPASS	New Horizons Computer Training	●	●	●
	Project Management by FranklinCovey	●		
	Time Management for MS Outlook by FranklinCovey	●		
	Time Management Fundamentals by FranklinCovey	●		
FOODSERVICE	Culinary Video Library - The Culinary Institute of America Training on Demand	●		
	e-Culinary Experience!	●		
	Food Management Professional (FMP) Certification		●	
HEALTHCARE	Dynamic Decision Making	●		
	Effective Time Management	●		

This course catalog highlights core training. For a comprehensive list of Compass Group training, visit MyLMS.

Find Courses & Enroll

To locate course schedules and enroll in available courses, visit MyLMS, Compass Group’s learning management system, at <https://www.compassmylms.com>.



Management Skills

The ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals

CORE COURSES

Coaching for Results

- Delivery: Instructor-Led Classroom
- Duration: 1 day



In Coaching for Results, participants explore coaching beyond the familiar faces of sports coaches and examine what coaching is, and what it is not. Through discussion and practice, participants begin to understand the competencies needed to be a great coach for their team.

DDL – Developing Dynamic Leadership

- Delivery: Online Instructor-Led and Instructor-Led Classrooms
- Duration: 42 hours over 3 months



DDL introduces participants to basic leadership skills that enhance overall leadership capability, performance, and success at Compass Group. General topics include Mapping Our Way Forward, Delegating for Growth, SWOT Analysis, WITY - What's Important To You, Negotiation, and Presentation Skills.

Harvard ManageMentor

- Delivery: e-Learning
- Duration: 4 months



Offered in partnership with a credible institution, Harvard Business School Publishing, Harvard ManageMentor (HMM) is a self-directed, online training that focuses on professional and personal leadership development. HMM has **three paths** that are geared to enhance skills at specific points in associates' careers:

1. Established Manager Path - builds on the experience gained from leading others.
2. Frontline Supervisor Path - designed for associates who have taken on leadership responsibilities for the first time.
3. Key Frontline Associate Path - designed for associates who aspire to take on a leadership position and have demonstrated basic leadership skills and initiative.

MANAGEMENT SKILLS TRAINING		ENTRY LEVEL	MID LEVEL	SENIOR LEVEL
COMPASS	Coaching for Results	●		
	DDL - Developing Dynamic Leadership	●		
	Harvard ManageMentor	●	●	
HEALTHCARE	Behavioral-Based Interviewing	●		
	Motivating Your Associates	●		

This course catalog highlights core training. For a comprehensive list of Compass Group training, visit MyLMS.

Get a jump start on developing your leadership through DDL and Harvard ManageMentor. They offer leadership fundamentals and are often prerequisites for Compass Group's Leadership Development Programs.



Find Courses & Enroll

To locate course schedules and enroll in available courses, visit MyLMS, Compass Group's learning management system, at <https://www.compassmylms.com>.

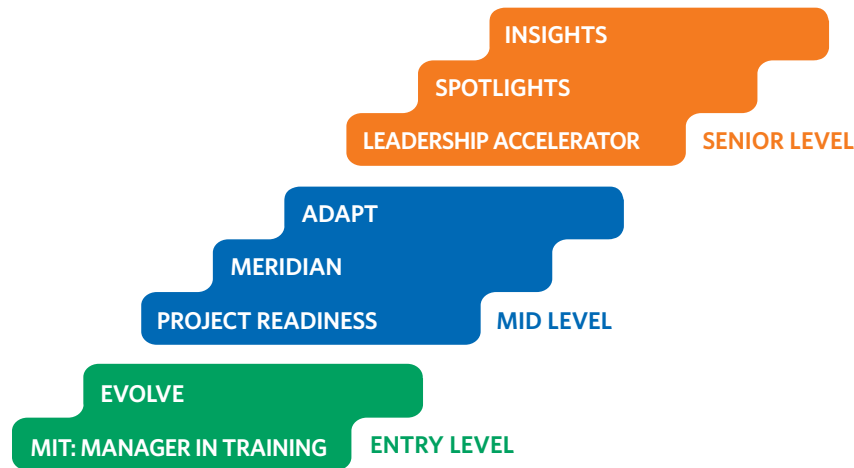


Leadership Development

The ability to drive goals through strategy and influence and conceptualize future needs and solutions

We provide Leadership Development programs for every stage of your career. Our Leadership Development programs prepare our future leaders to develop the organization and drive long-term, sustainable growth. You can be a leader at every stage in your career. From managing yourself to managing a business, our leadership development programs are designed to achieve results—both for you and for the organization.

Each course is a step toward leadership success.



How to Participate

Participants in Leadership Development programs are identified by Compass Group's Talent Review Process. Speak with your manager if you are interested in Leadership Development.

ENTRY LEVEL TRAINING

MIT: Manager In Training

- **Description:** Manager In Training provides talented recent graduates and internal high potentials with a unique fast-track learning opportunity focusing on management development. MIT builds a bench of new managers. Upon successful completion, MIT delegates have the opportunity to assume a role within the organization.



DURATION: 12 weeks
(varies by track)

3 MIT TRACKS

Student Hires
Structured approach with flexibility

Early in Career Hires
Self-directed, individualized with a "Fast Track" component

Frontline High Potential
Moderately structured, allows flexibility based on an individual's level of experience

- **General Topics Include:** Prioritizing, Customer & Client Focus, Coaching & Managing, Relationship-building, Conflict Management, and Achieving Results through Others
- **Delivery Structure:** Structure varies by track and includes Live Events, Online Instructor-Led Classrooms, Self-Directed Experiential Projects, Job Shadowing and Rotation, and Site Visits.



EVOLVE

- **Description:** Offered for specific sectors, EVOLVE provides an opportunity to enhance skills and competencies essential for success in targeted positions.



DURATION: 12 months

EVOLVE TARGET AUDIENCES

Canteen EVOLVE

Canteen EVOLVE's target audience includes all Customer Service Managers.

Crothall EVOLVE

Crothall EVOLVE's target audience includes Operations Managers and Assistant Directors with potential to assume Assistant Director or Unit Director level positions.

- **General Topics Include:** Driving Execution and Accountability, Listening Skills, Client Relationships, Conflict Management, and Developing Teams
- **Delivery Structure:** Participants attend two Online Instructor-Led Classrooms per month and complete self-directed assignments.



MID LEVEL PROGRAMS

Project Readiness



DURATION: 10 months

- **Description:** Project Readiness builds a bench of managers. Participants benefit from having a Fostering Manager and a Success Team. The target audience is current Compass Group managers who have been in an operational supervisory/management role for a minimum of six months.
- **General Topics Include:** Leadership Agility, MBTI Myers Briggs, Coaching for Results, The Profit Improvement Method, Harvard ManageMentor, Mapping for Action, and Innovation
- **Delivery Structure:** Participants begin with two months of Online Instructor-Led Classrooms followed by a five-day Live Event. Participants continue with four months of Self-Directed Experiential Learning and focus the final four months on two self-directed Business Challenge Action Plans where results are due at the end of the program.
- **Prerequisites:**
 - Minimum current performance appraisal rating of 'On Target'
 - Completed DDL
 - Completed DiSC within the last two years

Meridian



DURATION: 15 months

- **Description:** Created in conjunction with the American Management Association and senior leaders, Meridian addresses the developmental needs of emerging leaders as they transition from individual contributor to manager of others. Meridian's target audience is emerging leaders who work in corporate support roles.
- **General Topics Include:** Situational Leadership II, Moving from Functional Manager to Strategic Thinker, Leadership Skills & Team Development, and Developing Executive Leadership
- **Delivery Structure:** Participants attend four Live Instructor-Led Classrooms per year for two calendar years and complete two self-directed online electives between year one and year two. Live Instructor-Led Classrooms include Project Assignments.



ADAPT (Advanced Development And Planned Transition)

- **Description:** ADAPT prepares managers and directors for multi-site manager roles. ADAPT participants manage and direct a Program Project within their region with the support of regional-level teams, clients, and business partners.
- **General Topics Include:** Regional and Corporate Finances, Compass Group's Sales Process, Situational Leadership, and Legal Insights and Contracts
- **Delivery Structure:** Participants attend a three-day Live Opening Event, begin their self-directed Program Project that focuses on improving an operation within the region and continue for five months with Online Instructor-Led Classrooms, Self-Directed Experiential Learning, and Project Work. Participants conclude ADAPT with a five-day Live Graduation Event.
- **Prerequisites:** DDL must be completed prior to attending



DURATION: 5-7 months

SENIOR LEVEL PROGRAMS

Leadership Accelerator

- **Description:** Leadership Accelerator is a mobile learning solution for multi-unit leaders with the demonstrated drive, interest, and potential to advance to regional vice president roles. Leadership Accelerator is designed to give today's modern learners just the development they need, when they need it.
- **General Topics Include:** Client Relations, Competition Strategies, Financial Acumen, and Negotiating
- **Delivery Structure:** Leadership Accelerator is mobile—content is online and accessible anywhere, from any device: smartphone, tablet or PC. It is learner driven—flexible to the learner's schedule and development needs and can be taken at anytime.



DURATION: Participants have unlimited access to Leadership Accelerator content for one year.

SPOTlights

- **Description:** SPOTlights is a live leadership conference held for select Compass Group leaders in North America. SPOTlights offers an opportunity to gain greater insight into Compass strategy and operations and build professional networks.
- **General Topics Include:** Future of Compass, Sphere of Influence, Coaching, and Competitive Analysis
- **Delivery Structure:** SPOTlights is a Live Conference including guest speakers, senior leader Q+A sessions, and structured networking sessions.



DURATION: 3½ DAYS

INSights

- **Description:** Hosted in the United Kingdom by Compass Group PLC, INSights is a live international leadership conference held for select Compass Group Leaders around the globe. INSights offers leaders an opportunity to gain awareness of the global marketplace, stakeholder needs, and contributions required for the future of the business.
- **General Topics Include:** Leadership INSights, Business and Relationship INSights, and INSights into Action
- **Delivery Structure:** Live Conference with self-directed pre and post work.



DURATION: 3½ DAYS

Training Matrix

COURSE / PROGRAM	CONTENT LEVELS			COMPETENCIES						MAP					
	Entry Level	Mid Level	Senior Level	Focusing on clients and consumers	Developing winning teams	Building strong relationships	Seeing the bigger picture	Innovating and improving	Delivering results	MAP 1	MAP 2	MAP 3	MAP 4	MAP 5	People MAP
ADAPT		●		●	●	●	●	●	●	●	●		●		●
Anti-Trust / Competition			●	●			●		●	●	●			●	●
Appreciating Differences	●				●	●				●	●		●	●	●
Behavioral-Based Interviewing	●				●										●
Business Etiquette	●			●		●									●
Business Ethics			●				●		●						●
CHAT	●			●	●	●	●	●	●	●	●	●	●	●	●
Coaching for Results	●				●	●									●
Compass HR College	●			●		●	●					●	●		●
Conflict Management	●				●	●									●
Crothall Healthcare Foundations Program	●					●	●								●
Culinary Videos - CIA Culinary Training on Demand	●							●	●		●	●			
Dealing with Difficult Attitudes	●				●	●									●
DDL - Developing Dynamic Leadership	●			●	●	●	●			●	●	●	●	●	●
Dignity and Respect Training	●				●	●	●					●	●		●
DiSC - Dimensions of Behavior	●			●	●	●				●	●		●	●	●
Dynamic Decision Making	●						●	●	●						●
e-Culinary Experience!	●			●				●			●	●			
Effective Time Management	●							●							●
EVOLVE (Crothall)	●			●	●	●	●	●	●	●	●		●		●
EVOLVE (Canteen)	●			●	●	●		●			●	●			●
Food Management Professional (FMP) Certification		●		●			●	●	●	●	●	●			
Foundations Experiential Learning	●			●	●		●					●	●		●
Harvard ManageMentor	●	●		●	●	●	●	●	●	●	●		●	●	●
INSights			●			●	●	●	●	●	●		●	●	●
Labor Productivity Management Online		●					●	●	●				●	●	●
Leadership Accelerator			●				●	●	●	●	●	●	●	●	●
Learning to Listen	●			●	●	●									●
Leave of Absence Compliance	●						●		●						●
Manager CHAT	●			●	●	●	●			●	●	●	●	●	●
Managing Inclusion		●			●	●		●				●	●		●
Mapping for Action		●		●				●	●	●	●	●			
Mapping for Value			●	●			●	●	●	●	●	●	●	●	●
Memorable Interactions	●			●		●						●			●
Meridian		●			●	●	●	●	●	●	●			●	●
MIT: Manager In Training	●			●	●	●	●		●			●	●		●
Mixing 6 Generations in the Workplace	●				●	●						●	●		●
Morrison Healthcare Foundations Program	●			●		●	●					●	●		●
Motivating Your Associates	●				●	●						●	●		●
New Horizons Computer Training	●	●	●					●				●	●		●
Passport	●			●			●		●						●
Preventing Workplace Harassment	●			●	●	●	●		●			●	●		●
Profit Improvement Method	●									●		●			
Project Management by FranklinCovey	●					●	●	●							●
Project Readiness		●				●	●	●	●	●	●	●	●	●	●
Safety Training for Managers	●			●	●	●	●					●	●		●
ServSafe - Food Handler	●			●					●	●	●	●	●	●	●
ServSafe - Live Class and Exam	●			●					●	●	●	●	●	●	●
ServSafe - Alcohol	●			●					●						●
ServSafe - ONLINE	●			●					●						●
Speaking in the Moment	●			●		●		●							●
SPOTlights			●	●		●	●	●	●	●	●		●		●
The 5 Choices of Extraordinary Productivity	●							●							●
The Art of Effective Communication/Listening	●			●	●	●									●
Time Management Solutions by FranklinCovey	●							●							●
Wage & Hour	●						●	●	●			●	●		●
What Customers Really Want	●			●		●				●	●		●		●
Writing Advantage by FranklinCovey	●			●		●		●				●	●		●
Zodiak	●									●		●			



great careers

training@compass-usa.com

<https://www.compassmylms.com>

PUBLISHED FALL 2016

