

## **IDP EXAMPLES**

These examples serve as a guide for what an IDP goal may look like, linked to our Sprouts Competencies and in SMART format. Examples are listed by role.

### Individual Team Members – Stores

#### **Example 1**

**Development Item:** Improve communication skills, when communicating with other team members, managers, or customers by applying new skills, knowledge, and behaviors, effectively by end of the year.

#### **Additional Information:**

- Work with trusted team member or manager on presenting information clearly and succinctly.
- Seek feedback specifically about the delivery of content being clear and succinct and actively incorporate the suggestions.
- Complete at least two Sprouts Academy courses that support effective communication and review learnings with mentor or manager within a week of completing courses.

**Category:** Skill enhancement

#### **Example 2**

**Development Item:** Improve customer focus by consistently demonstrating Greet and Ask with every customer, using program tools daily.

#### **Additional Information:**

- Review Sprouts (greet and ask and yes program) training and program documents quarterly and follow up with manager on learning the week after training completion.
- Request feedback from manager and department team members on how I am consistently demonstrating greet and ask, and yes program with every customer.
- Review Sprouts department specific knowledge resources bi-weekly to increase product knowledge to help answer customer questions.

**Category:** Growth/Development

## Individual Team Members – Support

### **Example 1**

**Development Item:** Improve communication skills, when communicating to individuals and groups across a variety of situations and topics by applying new skills, knowledge, and behaviors, effectively by end of the year.

**Additional Information:**

- Work with identified mentor on presenting information clearly and succinctly, by choosing the best format (i.e., live presentation, one-on-one, group settings, etc.)
- Seek feedback, from mentor and a minimum of two listeners, specifically about the delivery of content being clear and succinct and actively incorporate the suggestions.
- Complete at least two Sprouts Academy courses that support effective communication and review learnings with mentor or manager within a week of completing courses.

**Category:** Skill enhancement

### **Example 2**

**Development Item:** Consistently demonstrate critical thinking to identify problems and solutions to improve results. Use reporting and system data to track trends, performance, and compliance to identify and solve problems.

**Additional Information:**

- Use reporting, system data and research to track trends, performance and program compliance related to my role.
- Review at least 2 Educate & Enrich learnings in Sprouts Academy per month, then look for those in store during monthly store visits to ensure tasks I'm working on will work for store team members.
- Seek mentorship and coaching from a peer or leader with strong critical thinking skills.
- Attend training and webinars on critical thinking skills to learn and implement new techniques.

**Category:** Learning/Education

## Manager – Stores

### **Example 1**

**Development Item:** Improve coaching and development for my team, during 1:1's to achieve higher engagement, performance, and retention by the end of the year.

**Additional Information:**

- Support team members wanting to grow with Sprouts developing and committing to individual development plans monthly.
- Schedule 1:1 discussions with team members once a month to review performance and development, provide constructive feedback, and offer support.
- Apply a Sprouts Culture Concept each month to improve team engagement, retention and performance.
- To support team member development, enroll in one, depending on time available, Sprouts Academy resource or IMS session specific to coaching and developing and then follow up with manager a week after completion on learning.
- Solicit feedback from my team on how I might improve my leadership to build collaboration and trust once a month and adjust based on comments.

**Category:** Growth/Development

### **Example 2**

**Development Item:** Provide information and ideas clearly and concisely to individuals or groups to improve communication across departments with all team members, in a way that provides understanding and retention of information.

**Additional Information:**

- Hold huddles twice a day and ensure all departments are attending by holding department managers accountable through coaching and feedback.
- Prepare huddle agenda daily to cover business need to know information in a clear way.
- Follow-up on huddle topics daily, during store walks, empowering others to take action on initiatives, instead of waiting for direction, and provide coaching and feedback
- Listen for understanding and respond to team members' accordingly.

**Category Skills:** Enhancement

## Manager – Support

### **Example 1**

**Development Item:** Consistently adjust written and verbal communication to specific audiences (cross-functional, team, or director) to achieve the best possible outcomes, while also empowering and listening to others.

**Additional Information:**

- Request stretch assignments to build confident and approachable style that builds credibility.
- Attend 1 webinar or read 1 leadership book on communication per quarter, then practice applying new techniques.
- Seek feedback from Manager and Peers when communicating with different audiences to make sure message is effective and easily understood.

**Category:** Skills enhancement

### **Example 2**

**Development Item:**

Assist in the development of high performing team members to take on a management role by empowering them to engage in difficult conversations. Also, expose them to projects and opportunities that provide growth, while providing feedback.

**Additional Information:**

- Support team members in developing and committing to individual development plans.
- Establish consistent monthly 1:1s, including time devoted to development.
- Provide monthly development resources to the team, based on feedback received where struggles are.
- Provide timely feedback, to evaluation of misalignment or conflict in team.

**Category:** Growth/Development

## Director

### **Example 1**

**Development Item:** Clarify performance expectations and provide coaching to team members, resulting in higher engagement, performance, and retention.

**Additional Information:**

- Support managers in developing and committing to individual development plans once a month and establish accountability for them to do the same with their team members.
- Schedule monthly 1:1 discussions with team members to review performance, development, provide constructive feedback, and offer support.
- Host quarterly educational opportunities for my team and ask for key learnings and actions to be implemented.
- Solicit feedback from my team, quarterly, on how I might improve my leadership to build higher engagement, strengthening collaboration and trust.

**Category:** Growth/Development

### **Example 2**

**Development Item:** Listen for understanding and adjust messages based on the listener, presenting information in multiple ways when necessary.

**Additional Information:**

- Share ideas and listen for understanding, during all team meetings, and seek feedback and ideas from team members.
- Prepare for all meetings at least 3-4 days in advance, with a focus on being clear and concise, mindful of nonverbal communication and tone. Use visual aids where appropriate.
- Ask for feedback immediately after all team meetings and adjust as needed for future meetings.
- Share all feedback given during monthly 1:1 with manager and ask for support on new ideas if needed.

**Category:** Skill enhancement

## VP/SVP

### **Example 1**

**Development Item:** Convey information and ideas clearly and concisely, adjusting style and approach, based on individual or group.

**Additional Information:**

- When communicating to ELT, deliver intended topic with simplicity, bullet points, and impact; for verbal delivery, have key notes to guide conversation.
- A week prior to scheduled communication to ELT, engage mentor and seek feedback on delivery and adjust message accordingly.
- Seek feedback from mentor and direct manager within one week of ELT delivery or presentation for the next two quarters and implement necessary changes.
- Present information in multiple ways (i.e. visual, auditory, kinesthetic, read and write), to promote understanding with direct team and check to ensure understanding by soliciting feedback during monthly 1:1s.
- Listen to one webinar or audio book on effective communication per quarter and meet with mentor or manager on learning a week after training completion.

**Category:** Skill enhancement

### **Example 2**

**Development Item:** Create a learning environment that engages team to develop and commit to specific actions that will provide development opportunities for growth or enhanced skills.

**Additional Information:**

- Provide enhanced learning opportunities bi-annually for identified high potential team members, including monthly development discussions and offer suggestions for improvement.
- Quarterly share a personal learning for application with team, that will require team to cascade through work unit.
- Celebrate team and individual accomplishments through recognition at monthly team meetings.

**Category:** Growth/development