

## CURRYS CASE STUDY

### Advancing manager confidence and cultural safety at Currys

Faced with the evolving legal landscape regarding workplace safety, Currys commissioned a new training initiative focused on sexual harassment prevention and risk mitigation. The programme was driven primarily by a commitment to taking “reasonable steps” to prevent workplace harassment, in line with the legal duty introduced in October 2024.

Currys also recognised the opportunity to build critical skills in performance leadership and, for one cohort, sickness absence management into the programme.

Currys chose Empowering People Group (EPG) to scope and deliver a training solution across two manager populations, designed to protect both the workforce and the business.



**Over 1,000**  
managers trained



**4.8/5 Satisfaction  
Score**  
across both cohorts

### About Currys

Currys is a leading omnichannel retailer of technology products and services, operating across 8 countries. Through its Capable and Committed Colleagues, its vision is to “help everyone enjoy amazing technology”, with a commitment that every leader will build a highly engaged team.

### At a glance



#### INDUSTRY

Omnichannel retailer operating 280 stores across the UK and online.



#### KEY CHALLENGES

Delivering high-impact manager training at scale, tailored to two distinct populations with different scope and depth needs.



#### SOLUTION

EPG’s learning division, Learning Nexus, developed and delivered two tailored training tracks across the retail estate.



## TRAINING DELIVERED TWO COHORTS

### General Managers

- 270 General Managers trained, across 22 sessions
- **Covered 2 pillars:** Preventing and Addressing Sexual Harassment; Managing Performance through Effective Conversations

### Sales & Ops Managers

- c.850 Sales & Ops Managers trained, across 50 sessions delivered over 5 weeks
- **Covered all 3 pillars:** Preventing and Addressing Sexual Harassment; Managing Absence and Supporting Wellbeing; Managing Performance through Effective Conversations



## SOLUTION

Recognising that manager time is a premium resource, the training content was engineered to be high-impact and focused on real-world challenges. The programme gave management teams the skills to proactively manage performance, identify early warning signs, and intervene effectively in people matters with a clear understanding of their role in mitigating legal risk.

EPG delivered bespoke, face-to-face workshops equipping managers with practical tools and the confidence to lead fair, consistent conversations. By bridging the gap between legal compliance and cultural leadership, the initiative ensured every hour spent in training directly contributed to a safer, more resilient workplace. The pillars covered were:



### 1. PREVENTING AND ADDRESSING SEXUAL HARASSMENT

Delivered to both General Managers and Sales & Ops Managers.

Aligned with the October 2024 legal updates, this session focused on proactive prevention, identifying “grey area” behaviours, and addressing inappropriate conduct in the moment - building understanding of the duty to take “reasonable steps” to prevent harassment in the workplace.

Attendees explored current workplace data to underscore the legal and cultural necessity of proactive prevention. Through interactive scenarios, managers developed the skills to identify exactly what constitutes sexual harassment, building the confidence to address inappropriate conduct immediately, support colleagues who raise issues, and understand the serious business and legal consequences of inaction.



## 2. MANAGING ABSENCE AND SUPPORTING WELLBEING

Delivered to Sales & Ops Managers only.

This session equipped managers to apply policies consistently while maintaining deep empathy. Through active questioning and listening techniques, managers practised navigating the return-to-work process and conducting meaningful wellbeing discussions.

Scenarios covered a range of sensitive circumstances, including mental health, pregnancy and disability. Managers also explored the commercial and cultural impact of absence on store performance and team morale, gaining clarity on exactly when to escalate a case for wellbeing support.



## 3. MANAGING PERFORMANCE THROUGH EFFECTIVE CONVERSATIONS

Delivered to both General Managers and Sales & Ops Managers.

This pillar focused on a coaching-led approach that drives a sustainable culture of accountability, highlighting the benefits of effective communication and the risks of poor delivery. Through immersive roleplay and hands-on practice, managers developed the skills to set clear, measurable goals and deliver balanced feedback that both motivates and guides their teams.

A key focus was placed on advanced questioning and active listening techniques to uncover the root causes of underperformance, helping managers balance supportive and formative feedback.

**Through this cohesive, high-energy programme, EPG engaged 1,120 managers in total across the retail estate (270 General Managers plus c.850 Sales & Ops Managers), ensuring a unified understanding of their role in championing a safe, high-performing culture.**



**“One of the best training sessions I’ve ever been on.”**

*Currys Attendee Feedback*





## BENEFITS

The manager empowerment training programme went beyond theoretical knowledge, focusing on the commercial and cultural advantages of proactive management. By investing in building leader capability, Currys has fortified its defence against legal risk while cultivating a more consistent, supportive environment where both managers and their teams can thrive. The benefits included:



### PROACTIVE RISK MITIGATION

By embedding the 'reasonable steps' legal standard into practical management behaviours, the programme significantly reduces the risk of harassment and Employment Tribunal claims, protecting employees and the brand's reputation.



### SUSTAINABLE, INCLUSIVE CULTURE

Tailoring the content to Currys' specific ways of working ensured the training resonated with colleagues, helping to build a workplace where safety and respect are part of the daily culture, and responsibilities to prevent harassment are clearly understood.



### ENHANCED LEADERSHIP CONFIDENCE

Managers gained the specific skills needed to handle sensitive conversations and intervene early, building a more decisive and capable leadership team across the retail estate.



### 4.8/5 SATISFACTION SCORE - CURRYS ATTENDEE FEEDBACK

- "One of the best training sessions I've ever been on."
- "Good, open environment where everyone could contribute."
- "Kept my attention throughout."
- "Engaging from start to finish."
- "Didn't feel too heavy or overwhelming."
- "Well structured and very easy to follow."
- "Would definitely recommend."

## A Long-Standing Strategic Partnership

Having supported Currys with employee relations advisory, technology, and MI since 2021, EPG already had a deep understanding of Currys' culture and ways of working. This made EPG a natural fit to develop this programme, understanding the brand's unique needs.

As a group, EPG pulled in specialists from its learning, coaching, and employment law teams to build a truly tailored solution - a partnership that goes far beyond a traditional HR service, providing Currys with joined-up expertise that works for its business.





## The Empowering People Group Advantage

EPG brings together more than a quarter of a century of experience in HR, employment law, learning and career transition expertise, all under one roof. Its mission is to shape the future of work through personalised advice, innovative technology and outstanding learning solutions that help reduce risk and simplify the complexity of managing people.



A leading provider of  
specialist HR services and  
technology



Flexible, straight-talking,  
pragmatic employment law  
specialists



Powerful career transition,  
coaching and learning  
solutions



A leading digital-learning  
and Learning Management  
Software provider