



////AGENDA

What Is TRED?

Trouble Shooting Speed
with Service

Tools to Manage Speed

Identify the Bottleneck

Let's Practice





What Is TRED?



Speed Up! With TRED Board

T = Target Setting

R = Rush Ready

E = Equipment working

D = Deployment



DATE	TIME	TIME	TIME
08:00	0:00	0:00	0:00
09:00	0:00	0:00	0:00
10:00	0:00	0:00	0:00
11:00	0:00	0:00	0:00
12:00	0:00	0:00	0:00
13:00	0:00	0:00	0:00
14:00	0:00	0:00	0:00
15:00	0:00	0:00	0:00
16:00	0:00	0:00	0:00
17:00	0:00	0:00	0:00

RUSH READY/EQUIPMENT WORKING

RUSH READY TIPS

- CONDUCT ONE WALK (Start Outside, End, Stop-Walk, Stop-Walk, Stop-Walk)
- ALL PREP IS COMPLETED to ensure there are enough supplies to last through the pull period
- ALL FOOD ARE PREPARED
- BREAKS
- Make sure COMBATS

BREAKS (to be used only when needed)

Name	Start	End	Start	End

DEPLOYMENT (to be used only when needed)

ATTACH LABOR DEPLOYMENT GUIDE HERE

FOOD			SERVICE	
08:00	09:00	10:00	08:00	08:30
09:00	10:00	11:00	08:30	09:00
10:00	11:00	12:00	09:00	09:30
11:00	12:00	13:00	09:30	10:00
12:00	13:00	14:00	10:00	10:30
13:00	14:00	15:00	10:30	11:00
14:00	15:00	16:00	11:00	11:30
15:00	16:00	17:00	11:30	12:00
16:00	17:00	18:00	12:00	12:30
17:00	18:00	19:00	12:30	13:00
18:00	19:00	20:00	13:00	13:30
19:00	20:00	21:00	13:30	14:00
20:00	21:00	22:00	14:00	14:30
21:00	22:00	23:00	14:30	15:00
22:00	23:00	24:00	15:00	15:30
23:00	24:00	01:00	15:30	16:00
24:00	01:00	02:00	16:00	16:30
01:00	02:00	03:00	16:30	17:00
02:00	03:00	04:00	17:00	17:30
03:00	04:00	05:00	17:30	18:00
04:00	05:00	06:00	18:00	18:30
05:00	06:00	07:00	18:30	19:00
06:00	07:00	08:00	19:00	19:30
07:00	08:00	09:00	19:30	20:00
08:00	09:00	10:00	20:00	20:30
09:00	10:00	11:00	20:30	21:00
10:00	11:00	12:00	21:00	21:30
11:00	12:00	13:00	21:30	22:00
12:00	13:00	14:00	22:00	22:30
13:00	14:00	15:00	22:30	23:00
14:00	15:00	16:00	23:00	23:30
15:00	16:00	17:00	23:30	00:00
16:00	17:00	18:00	00:00	00:30
17:00	18:00	19:00	00:30	01:00
18:00	19:00	20:00	01:00	01:30
19:00	20:00	21:00	01:30	02:00
20:00	21:00	22:00	02:00	02:30
21:00	22:00	23:00	02:30	03:00
22:00	23:00	24:00	03:00	03:30
23:00	24:00	01:00	03:30	04:00
24:00	01:00	02:00	04:00	04:30
01:00	02:00	03:00	04:30	05:00
02:00	03:00	04:00	05:00	05:30
03:00	04:00	05:00	05:30	06:00
04:00	05:00	06:00	06:00	06:30
05:00	06:00	07:00	06:30	07:00
06:00	07:00	08:00	07:00	07:30
07:00	08:00	09:00	07:30	08:00
08:00	09:00	10:00	08:00	08:30
09:00	10:00	11:00	08:30	09:00
10:00	11:00	12:00	09:00	09:30
11:00	12:00	13:00	09:30	10:00
12:00	13:00	14:00	10:00	10:30
13:00	14:00	15:00	10:30	11:00
14:00	15:00	16:00	11:00	11:30
15:00	16:00	17:00	11:30	12:00
16:00	17:00	18:00	12:00	12:30
17:00	18:00	19:00	12:30	13:00
18:00	19:00	20:00	13:00	13:30
19:00	20:00	21:00	13:30	14:00
20:00	21:00	22:00	14:00	14:30
21:00	22:00	23:00	14:30	15:00
22:00	23:00	24:00	15:00	15:30
23:00	24:00	01:00	15:30	16:00
24:00	01:00	02:00	16:00	16:30
01:00	02:00	03:00	16:30	17:00
02:00	03:00	04:00	17:00	17:30
03:00	04:00	05:00	17:30	18:00
04:00	05:00	06:00	18:00	18:30
05:00	06:00	07:00	18:30	19:00
06:00	07:00	08:00	19:00	19:30
07:00	08:00	09:00	19:30	20:00
08:00	09:00	10:00	20:00	20:30
09:00	10:00	11:00	20:30	21:00
10:00	11:00	12:00	21:00	21:30
11:00	12:00	13:00	21:30	22:00
12:00	13:00	14:00	22:00	22:30
13:00	14:00	15:00	22:30	23:00
14:00	15:00	16:00	23:00	23:30
15:00	16:00	17:00	23:30	00:00
16:00	17:00	18:00	00:00	00:30
17:00	18:00	19:00	00:30	01:00
18:00	19:00	20:00	01:00	01:30
19:00	20:00	21:00	01:30	02:00
20:00	21:00	22:00	02:00	02:30
21:00	22:00	23:00	02:30	03:00
22:00	23:00	24:00	03:00	03:30
23:00	24:00	01:00	03:30	04:00
24:00	01:00	02:00	04:00	04:30
01:00	02:00	03:00	04:30	05:00
02:00	03:00	04:00	05:00	05:30
03:00	04:00	05:00	05:30	06:00
04:00	05:00	06:00	06:00	06:30
05:00	06:00	07:00	06:30	07:00
06:00	07:00	08:00	07:00	07:30
07:00	08:00	09:00	07:30	08:00
08:00	09:00	10:00	08:00	08:30
09:00	10:00	11:00	08:30	09:00
10:00	11:00	12:00	09:00	09:30
11:00	12:00	13:00	09:30	10:00
12:00	13:00	14:00	10:00	10:30
13:00	14:00	15:00	10:30	11:00
14:00	15:00	16:00	11:00	11:30
15:00	16:00	17:00	11:30	12:00
16:00	17:00	18:00	12:00	12:30
17:00	18:00	19:00	12:30	13:00
18:00	19:00	20:00	13:00	13:30
19:00	20:00	21:00	13:30	14:00
20:00	21:00	22:00	14:00	14:30
21:00	22:00	23:00	14:30	15:00
22:00	23:00	24:00	15:00	15:30
23:00	24:00	01:00	15:30	16:00
24:00	01:00	02:00	16:00	16:30
01:00	02:00	03:00	16:30	17:00
02:00	03:00	04:00	17:00	17:30
03:00	04:00	05:00	17:30	18:00
04:00	05:00	06:00	18:00	18:30
05:00	06:00	07:00	18:30	19:00
06:00	07:00	08:00	19:00	19:30
07:00	08:00	09:00	19:30	20:00
08:00	09:00	10:00	20:00	20:30
09:00	10:00	11:00	20:30	21:00
10:00	11:00	12:00	21:00	21:30
11:00	12:00	13:00	21:30	22:00
12:00	13:00	14:00	22:00	22:30
13:00	14:00	15:00	22:30	23:00
14:00	15:00	16:00	23:00	23:30
15:00	16:00	17:00	23:30	00:00
16:00	17:00	18:00	00:00	00:30
17:00	18:00	19:00	00:30	01:00
18:00	19:00	20:00	01:00	01:30
19:00	20:00	21:00	01:30	02:00
20:00	21:00	22:00	02:00	02:30
21:00	22:00	23:00	02:30	03:00
22:00	23:00	24:00	03:00	03:30
23:00	24:00	01:00	03:30	04:00
24:00	01:00	02:00	04:00	04:30
01:00	02:00	03:00	04:30	05:00
02:00	03:00	04:00	05:00	05:30
03:00	04:00	05:00	05:30	06:00
04:00	05:00	06:00	06:00	06:30
05:00	06:00	07:00	06:30	07:00
06:00	07:00	08:00	07:00	07:30
07:00	08:00	09:00	07:30	08:00
08:00	09:00	10:00	08:00	08:30
09:00	10:00	11:00	08:30	09:00
10:00	11:00	12:00	09:00	09:30
11:00	12:00	13:00	09:30	10:00
12:00	13:00	14:00	10:00	10:30
13:00	14:00	15:00	10:30	11:00
14:00	15:00	16:00	11:00	11:30
15:00	16:00	17:00	11:30	12:00
16:00	17:00	18:00	12:00	12:30
17:00	18:00	19:00	12:30	13:00
18:00	19:00	20:00	13:00	13:30
19:00	20:00	21:00	13:30	14:00
20:00	21:00	22:00	14:00	14:30
21:00	22:00	23:00	14:30	15:00
22:00	23:00	24:00	15:00	15:30
23:00	24:00	01:00	15:30	16:00
24:00	01:00	02:00	16:00	16:30
01:00	02:00	03:00	16:30	17:00
02:00	03:00	04:00	17:00	17:30
03:00	04:00	05:00	17:30	18:00
04:00	05:00	06:00	18:00	18:30
05:00	06:00	07:00	18:30	19:00
06:00	07:00	08:00	19:00	19:30
07:00	08:00	09:00	19:30	20:00
08:00	09:00	10:00	20:00	20:30
09:00	10:00	11:00	20:30	21:00
10:00	11:00	12:00	21:00	21:30
11:00	12:00	13:00	21:30	22:00
12:00	13:00	14:00	22:00	22:30
13:00	14:00	15:00	22:30	23:00
14:00	15:00	16:00	23:00	23:30
15:00	16:00	17:00	23:30	00:00
16:00	17:00	18:00	00:00	00:30
17:00	18:00	19:00	00:30	01:00
18:00	19:00	20:00	01:00	01:30
19:00	20:00	21:00	01:30	02:00
20:00	21:00	22:00	02:00	02:30
21:00	22:00	23:00	02:30	03:00
22:00	23:00	24:00	03:00	03:30
23:00	24:00	01:00	03:30	04:00
24:00	01:00	02:00	04:00	04:30
01:00	02:00	03:00	04:30	05:00
02:00	03:00	04:00	05:00	05:30
03:00	04:00	05:00	05:30	06:00
04:00	05:00	06:00	06:00	06:30
05:00	06:00	07:00	06:30	07:00
06:00	07:00	08:00	07:00	07:30
07:00	08:00	09:00	07:30	08:00
08:00	09:00	10:00	08:00	08:30
09:00	10:00	11:00	08:30	09:00
10:00	11:00	12:00	09:00	09:30
11:00	12:00	13:00	09:30	10:00
12:00	13:00	14:00	10:00	10:30
13:00	14:00	15:00	10:30	11:00
14:00	15:00	16:00	11:00	11:30
15:00	16:00	17:00	11:30	12:00
16:00	17:00	18:00	12:00	12:30
17:00	18:00	19:00	12:30	13:00
18:00	19:00	20:00	13:00	13:30
19:00	20:00	21:00	13:30	14:00
20:00	21:00	22:00	14:00	14:30
21:00	22:00	23:00</		

Target Setting

Set clear targets for your team, keep track of how they are performing and coach them to beat their best times.

BEST EVER: Write your restaurant's Best Ever Bottleneck Time during each Daypart.

SAME DAY, LAST WEEK: Write your bottleneck results from the same day last week. Example: If today is Wednesday, write the results from last Wednesday's bottleneck for each daypart.

TODAY'S GOAL: Use your Best Ever bottleneck result as inspiration and look at Same Day, Last Week to help set a faster goal, aiming to improve that daypart.

TODAY'S RESULT: After each daypart, write the results for your bottleneck time. Compare this to your goal to see how you did. Did you do better? What learnings do you have for next week?

Shift Notes: Use learnings from the previous week and any tips you've learned to help the team.

Be sure to recognize your teams' success!



Rush Ready

Rush Readiness

- Team Members **never leave** their positions during peak except to **slide deploy**.
- Follow **Daily Prep Guide** and hold times to ensure enough ingredients to last through the peak.
- All stations should be properly stocked prior to the rush.
- Team should be in place before rush begins. Prep is complete and team in position 30/60 mins before rush.
- DT operator should not open window more than 3 times during a transaction.
- **Never put a customer on hold.**
- Keep team in position during peak periods. **No breaks, dishes, office work etc.**

Station Readiness

- Make sure your stations are set up for speed.



Equipment Ready

Headsets

- 5 Headsets are always in use (6 for double bubble).
- Headset charging station is neat and organized.
- All batteries are charged.
- All headsets are hung neatly when not in use.
- DT Griller wears headset at all times.
- DT Order taker uses hands free headset.

Drive-thru Layout

- Drive-thru matches diagram for speed layout.
- Condiment bin positioned within reach.
- Drive-thru window operates properly.

Production Line Layout

- Follow line diagram for placement of ingredients on production line.

Drive-thru Timer

- Drive-thru timer is fully functional and programmed for dayparts.
- Window time is displayed for the team to see.
- Printer tape is always kept on hand.

Other

- Grill is programmed to **17 seconds** and the top is kept closed.
- Ice dispenses correct amount of ice and bin is full.
- Pizza melter fully melts in one cycle (**7 seconds**).
- Reach in cooler is operational.



Deployment

This section puts the right players in the right places:

Schedule Properly

- Use deployment tool in Sabretooth scheduling system.
- Deploy in sequence (fill #6 before #7). Identify first and secondary positions.
- Always schedule enough team member to meet sales forecast.

Fill in Daily Deployment Board

- Be sure **all** Team Members are deployed to a position.
- If needed designate a fry person on the chart.
- Be sure Team Members are certified in their position.
- Everyone **stays in position** and **slide deploys** to relieve **bottlenecks**.
- MIC and Team Members work according to priority sequence.
- Everyone works as a TEAM!



SCHEDULING BEST PRACTICES



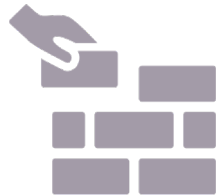
FOCUS FIRST on your own schedule: RGMs should schedule themselves for the Top Ten Sales Dayparts for the week and **should not be opening** except on Inventory Days



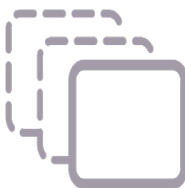
SCHEDULE maximum of two employees for breakfast daypart (*start time 30- to 60- minutes before the morning's first breakfast sales*)



TARGET for breakfast daypart is under 60% direct labor, as otherwise the overall labor target will be difficult to achieve for balance of the day



BUILD to your targeted maximum # of employees for your peak lunch & dinner dayparts
(*an additional person may be needed for delivery days in AM*)



STAGGER in Team Members for the peak dayparts in 15- to 30-minute increments for a smooth transition without block scheduling



SHIFT 24-hour prep and Cleanliness success routines to 2 to 5 PM or after 8 PM to help achieve your labor target



Tools to Manage Speed



TRED Tools For Your Teams

FAST ALL DAY, EVERY DAY



TEAM MEMBERS

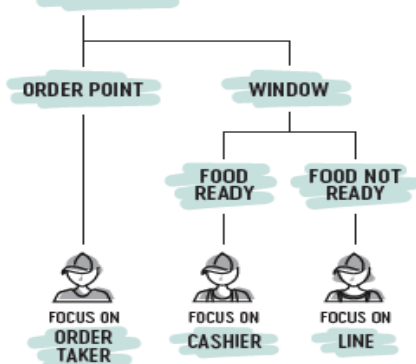
Use the speed behaviors on the right based on your position to ensure you're being fast, friendly, and accurate with every customer

MICs

Focus on maximizing transactions, balancing bottlenecks, and executing TRED on every shift to meet your speed goals

BOTTLENECK

IF BOTTLENECK IS AT



SPEED BEHAVIORS

BOTTLENECK BEHAVIORS

	DRIVE-THRU		COUNTER	LINE		
	ORDER TAKER	CASHIER	CASHIER/HOST	STARTER	FINISHER	EXPEDITOR
SPEED BEHAVIORS	T TARGET SETTING Know your time target! ⌚					
	Multiple cars backed up Short hold fry item ordered	Need help at window	Need help at counter	- Modifications - Getting backed up - Start and end of order - Low on short hold fry items (fry back-up person)	End of order	Shift in bottleneck
	Coffee at Breakfast Fully stocked with soda Cups and lids	Fully stocked: Napkins, Sauce Packets, Utensils, Receipt Papers Printer has receipt paper If you need change	Breakfast menuboard switched	All packaging stocked: Mugs, Caps, Boxes, Trays Line set up for faster flow (refer to line diagrams) Prep completed Smallware set up	Back-up produce in reach-in	Bags, trays stocked Twists, Nachos prepared
	E EQUIPMENT 5 Working Headsets and back-up headset batteries fully charged 🔋					
	POS has all green bars Cash drawer is mounted and does not slide	POS has all green bars Ice Machine full and dispensing Freeze machine functional	GT0 is seasoned	Reach-in does not hold temperature Melter melts cheese in one cycle Grill is properly working		
D DEPLOYMENT						
Bag orders Slide to help Front Counter Cashier if backed up in Dining Room Sweep and mop kitchen	Know secondary tasks on Own Your Zone card	In position 30 min before start of peak 30 MIN	If new Team Member, deploy between Starter and Expeditor	Deployed as 3rd person on the line when 4 or more FCs Deployed if there are 3 FCs and 1 is new; work side-by-side with new Team Member		
Use default protein option and do not over clarify. Example: Candy or Soft Beef / Chicken / Steak	Hand drink out while collecting payment	Slide to help Drive-Thru Cashier If cars are stacked before menuboard	Slide to help Finisher, finish what you started Don't let food pile up on the rail for Finisher	Help Starter: Make Tacos Load Dips	Keep an eye on Bottleneck Display and re-deploy	
Ask for sauce packet Make drinks while taking order Refer customer to QCB instead of repeating order	Prepare items for cars in queue Napkins Sauce Packets Utensils Keep cash drawer organized, drop excess cash	Help hand out Front Counter orders Slide from Dining Room to Front Counter if Customers in line	If frying needed: When available to help:	Mark modifications on packaging If Drive-Thru Cashier is backed up: Use two-hand method when portioning Take Quesadilla directly from melter to grill	Slide to Drive-thru Order Taker if only one SC and Bottleneck is not on line Slide to Front Counter Register if backed up Slide to other Line if Line is backed up	



speed EVALUATION

Use this form to evaluate and troubleshoot restaurant's speed with service. It will identify biggest areas of opportunity by daypart and completed by the GM and ARL. Then discuss and an action plan for the restaurant and to

- Review your speed results from last week to identify which days and dayparts aren't hitting target: **Dayparts not hitting target:** _____
- Compare your results to the national target. Which daypart has the largest opportunity? *TIP: focus on the peaks – then fill in the fields below.*
Largest opportunity daypart: _____ **Higher time, Order or Window:** _____
- Identify the root cause of the problem by working through the statements below. Circle Y (yes) or N (no) to complete your assessment.

T Target Setting & Communication

- Y N** Team members know the target and how they are doing against the target
- Y N** Starter communicates end and special orders, both lines communicate

R Rush Execution

- Y N** Staffed appropriately for each daypart (2 people in Drive-thru at peaks)
- Y N** MIC Walk has been completed
- Y N** Order taker is able to focus on one customer at a time (during peak order taker is not the cashier)
- Y N** Order taker only upsells if beverage is not ordered
- Y N** Order taker knows the menu (items, prices, builds, etc.)
- Y N** Drive-thru uses 2 handed method: Hand out food/beverage while collecting money, hand out remainder of order with change
- Y N** Drive-thru Cashier uses beverage carrier for more than 2 beverages
- Y N** Drive-thru Cashier pre-assembles napkins, utensils, etc.
- Y N** All POS stations are stocked (napkins, sauce, change, etc.)
- Y N** Drive-thru Cashier helps bag orders when waiting for items to be ready
- Y N** All prep is done before rush (including backups and nothing in rethermalizer)

E Equipment Ready

- Y N** Station layouts are set up for speed (drive-thru, front counter, production)
- Y N** Equipment is in good condition and working properly
- Y N** There are four headsets (or five, if applicable) in use: Order Taker, Cashier, Drive-thru Starter, MIC

D Deployment

- Y N** Team members are trained in their primary and secondary responsibilities (Own Your Zone)
- Y N** Deployment charts are posted and out
- Y N** Order taker stays in position (during peak)
- Y N** MIC works position that they can leave (in the MIC Zone)
- Y N** MIC is coaching for speed and resolving bottlenecks
- Y N** Starters/Finishers stay in position (except when they are slide deployed)
- Y N** Team members use priority sequencing

4 Analyze the answers you circled in step 3 and identify which T, R, E or D area has the most "N" and write that letter here: _____. This is your root cause; now let's develop a plan to fix it. Copy of the statements that you answered "N" to in that area. Ask yourself WHY 5 times and write the final reason.

"N" Statements from Part 3	Reason WHY this isn't Happen

Notes:

5 Now that you know which daypart you need to focus on and why, it's time to implement an plan and provide follow-up. Fill out the table below, and don't forget to utilize these tools to manage speed:

- Own Your Zone Cards
- Speed in 3 Poster
- 7-Day Deployment Chart
- MIC Success Routine
- Speed Up with TRED Board
- Deployment Quick Reference

Who's Responsible?	What are they Doing?	When are they Doing it?

ARLs: Snap a picture of this action plan and ensure you follow-up with progress during your ARL.

- 6** In order to make it stick in your restaurant, it's all about follow-up! Ensure you're executing the tasks to build and grow a culture of speed with your team:
- ✓ Discuss plans and results with your ARL and calibrate on areas of focus and targets.
 - ✓ Communicate and implement the action plan with your team.
 - ✓ Verify that your area of focus (Order or Window time) has improved from the prior week, bottleneck target for the next week and write it on the Speed up with TRED board.
 - ✓ Celebrate your wins – did you hit your goal?! Recognize the people who made it possible
 - ✓ Complete this exercise for the next daypart that has opportunity for improvement until all dayparts are meeting the national target.

DT SOS Tracking		STORE:			PD:		Week:	
		Goals	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
7-11 am	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
11-2 pm	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
2-5 pm	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
5-8 pm	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
8-11 pm	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
11-CL	Order							
	Window							
	OTD							
	Cars							
TW\ LW								
TOTALS	Order							
	Window							
	OTD							
	Cars							

Identify the Bottleneck



Top Reasons for Bottleneck Issues

- 1 Deployment Chart not completed.
- 2 Aces not in their places. Can someone give an example of what the means?
- 3 Schedule no communicated in advance.
- 4 No one knows what position they are owning for the shift. Can someone give an example of what the means?

- 5 Is the team locked into their position? Are breaks managed based on business peaks?.
- 6 Increased call outs? Do you have repeat offenders? Do you know the why?
- 7 Is the work environment fun? Are we recognizing & celebrating when goals are reached?
- 8 Can everyone read the OTD monitor? Do they all know the impact of delivering speed, great food with friendly faces?

Aces In Places?

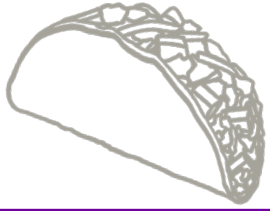
LET'S FOCUS ON....

- 1 Communicated Target & Goals. Example: What is the lunch OTD Target?
- 2 How many headsets are being used? Who is wearing them? Why?
- 3 What role is the RGM/AC playing to get and keep the teams engaged?

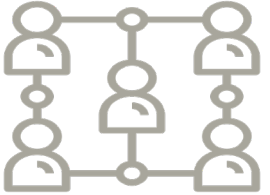
Let's Practice



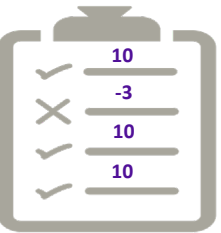
TEAM BUILDING



3 rounds of “Build That Order”
Which team can build the most orders accurately?
Which team is the quickest?



Divide up into teams
Orders will be shown on the screen
10 products or more per round
Each round will be timed



Every product built correctly **+10**
Every product built incorrectly **-3**
Bonus Points! First team to finish correctly gets **+10** (each round)



5 minutes to build order
No talking
No touching the ingredients until timer starts



3 minutes to “pre-shift huddle” discuss strategy, positions, and organize ingredients
3 minutes to build order, **no talking while building orders**



2 minutes to “pre-shift huddle” discuss strategy, positions, organize ingredients
3 minutes to build 10 order, **talking is allowed**



WHAT'S IN IT FOR YOU?



\$100
Gift Card



\$50
Gift Card



\$25
Gift Card



ORDER #1



5 minutes to build orders

No talking

No touching the ingredients until timer starts

1 QUES CK

2 5-LYR BUR

3 SFT BF

2 CHZY G CR

3 TACO BF

Inhale tacos; exhale negativity



ORDER #2



3 minutes to “pre-shift huddle” and discuss strategy, positions, and organize ingredients

3 minutes to build orders, no talking while building orders

3 QSRITO BF
2 NBG BF
3 TACO BF
2 CRWP
3 TAC BF SP
2 SFT BF SP

Security Guard: You can't bring outside food in here.

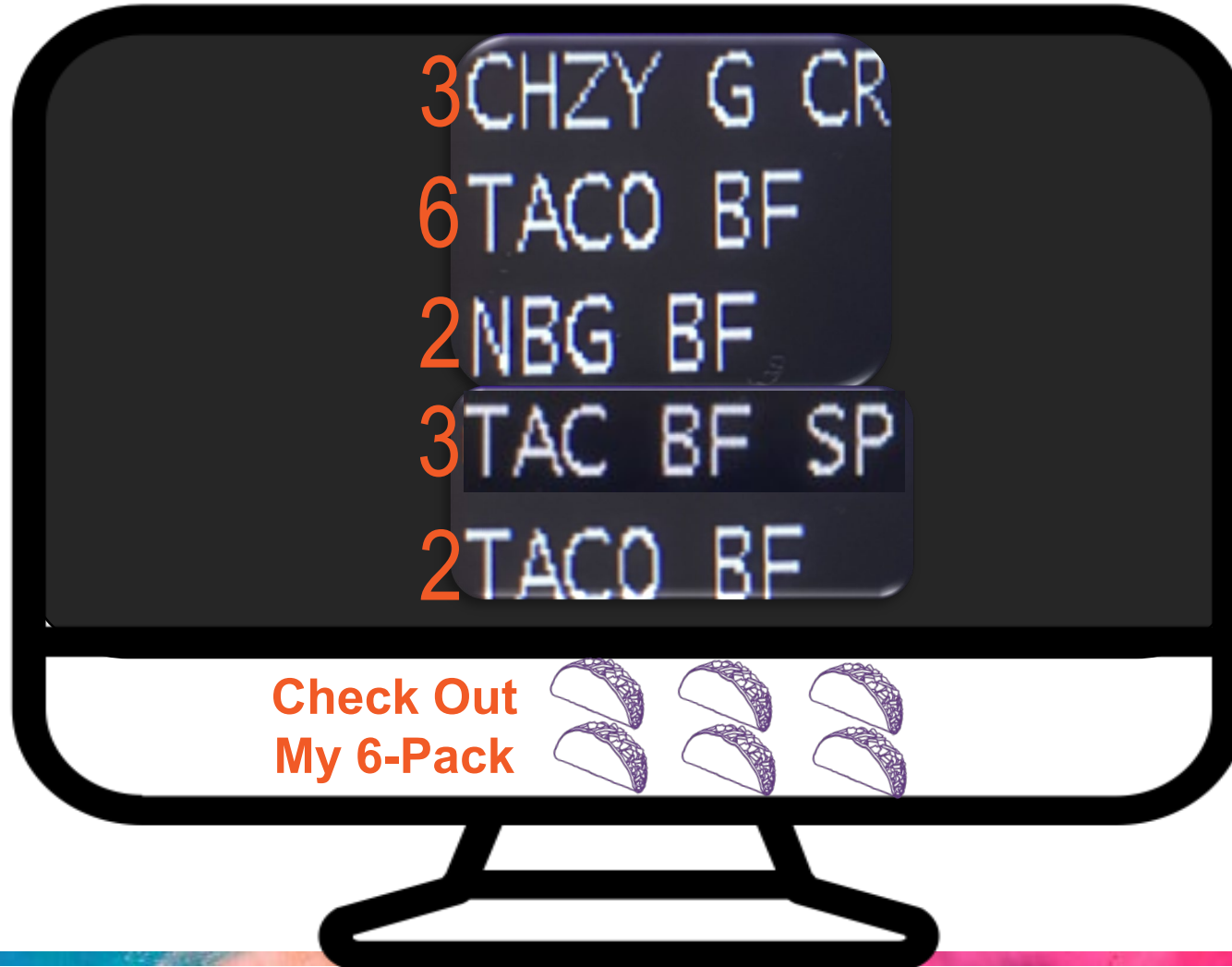
Me: This is a service taco.



ORDER #3



2 minutes to “pre-shift huddle” and discuss strategy, positions, organize ingredients
3 minutes to build orders, *talking is allowed*



HOW DID WE DO?

- **What made the 1st round hard?**
 - Not being able to communicate
 - Not being able to get organized
 - Lack of teamwork
 - No plan
- **What made the 2nd & 3rd rounds easier?**
 - Goals were communicated to the team
 - A set plan
 - Properly stocked stations set up for speed
 - Aces-in-their-places
 - Everyone worked as a team

Improving your team's communication skills can improve productivity and resolve conflict before it arises. It also allows you to maximize the talents of your team members and ensure they are in the roles they are best suited for.



TRUST= SPEED OF EXECUTION

- TRUST is the key to EXECUTION
 - Personal Trust: *Character & Integrity*
 - Professional Trust: *Expertise & Competency*
- Intense Professional Will is required to deliver Superior Performance
- Extreme Personal Humility
- Selfless Service to Others / Grace





Takeaways

Feedback

Questions

Thank You!