

SUPREME LEADERSHIP



SL SESSION #2

**Team Building & Culture
Champion Leadership Skills**

Facilitator's Guide

Before the Session Outline



Pre-Session Game Plan:

The Supreme Leadership training session is designed to help shift leaders enhance their leadership skills, equipping them with the knowledge and strategies to effectively lead their teams, drive performance, and achieve operational excellence. The purpose of this workshop is not to just read the information out loud, but instead review the content as a group and reinforce the subject matter knowledge through group discussion and break-out group activities.

Keep in mind that this session is intended to not only teach the skills of an effective leader, but also an opportunity for you to get your team all on the same page and discuss store and area specific topics.

Please read all of facilitator's notes carefully and thoroughly, as these will assist you in holding a fun and impactful leadership session. The goal is to allow you the opportunity to celebrate your team and take your area's leadership to the next level.

Preparation for this meeting will take you some time. The better prepared you are, the bigger the impact you will have, and the better quality of the leadership in your area will be. Make sure that your session has the WOW factor!

Supplies Needed:

- Link to the SL Supreme Leadership Facilitator Folder (Presentation)
- Facilitator's Guide
- Participant's Guides (one each per participant)
- Extra Pens
- Index Cards
- Name Tag Stickers
- Candy & Snacks
- Raffle Tickets (To hand out for participant participation)
- Swag or Prizes for Participation
- Prize for the Bingo Game Winner!

Facilitator Basics:

- **Be well-prepared:** Know the workshop content and activities beforehand.
- **Create a friendly atmosphere:** Make participants feel comfortable and welcome.
- **Encourage participation:** Ask questions and ask participants to raise their hands to share their thoughts or ideas.
- **Listen actively:** Pay attention and show interest in what participants say.
- **Use clear language:** Speak in a way that everyone can understand, avoiding complex terms.
- **Manage time wisely:** Ensure enough time for discussions and activities.
- **Foster collaboration:** Encourage participants to work together and learn from one another.
- **Embrace feedback:** Be open to suggestions and use feedback to improve your facilitation.
- **Reflect on your own style:** Consider how you can improve and grow as a facilitator.
- **Enjoy the process:** Have fun and create an enjoyable learning experience for everyone.

Remember, by incorporating these simple techniques, such as encouraging participants to raise their hands, you can create an engaging and participatory workshop environment.

Supreme Leadership – Slide 1



Reminder! Make sure that all shift leaders clock in using Sabre Clock!

Talking Points:

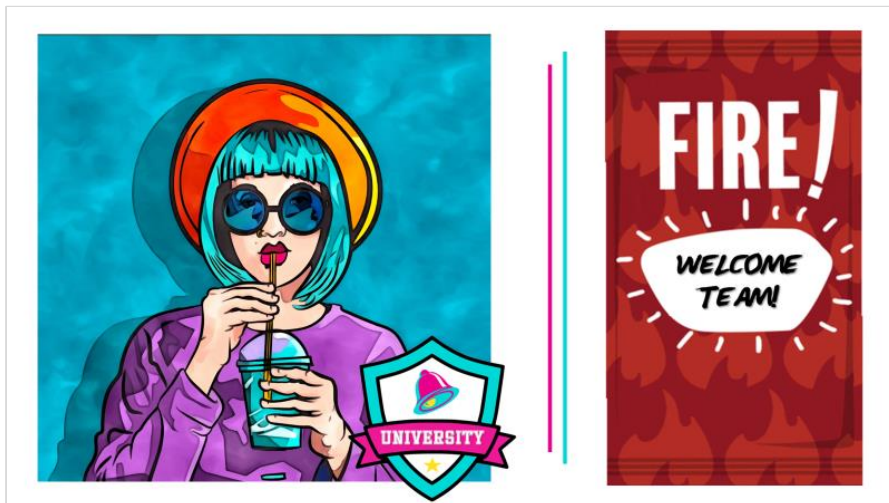
SAY: We are choosing to invest in your elevated leadership training and continuous learning for so many reasons:

DISCUSS:

- **Skill Enhancement:** Investing in leadership training allows you to develop essential skills for personal and professional development.
- **Empowerment and Engagement:** Offering continuous learning opportunities demonstrates commitment to the knowledge and resources needed to excel in your role. We want to empower you, boost your confidence, and foster a sense of sincere engagement.
- **Succession Planning and Career Growth:** By investing in your development, we can create a talent pipeline for future leadership positions. Our elevated training and continuous learning platform will not only prepare you for their current roles but also equip you with the skills necessary for future career advancement within our organization.

Notes:

Supreme Leadership – Slide 2



Talking Points:

DO: Fire up your team and set the expectations for today's session. Be saucy with it!

DO: Be Authentic: Be genuine and authentic in your delivery. Share your own experiences, vulnerabilities, and lessons learned. Audiences connect more with speakers who are relatable and transparent. Avoid trying to be someone you're not, as authenticity is key to building trust. Use Powerful Body Language: Non-verbal communication plays a significant role in your delivery. Stand tall, maintain good posture, and use confident gestures. Make eye contact with the audience to establish a connection. Move around the stage or utilize appropriate gestures to emphasize key points and maintain audience engagement.

REMEMBER: "You're the superhero of your teams! Believe in your powers and inspire your fellow food warriors to conquer new levels of success!"

Notes:

Supreme Leadership – Icebreaker Activity



Note: Start off on the right foot with a fun activity. This icebreaker should take 15 minutes or less.

Icebreaker Activity: Guess Who?:

Description: A guessing game to encourage interaction, learn interesting facts about each other, and build connections.

Supplies Needed:

- Pens
- Index Cards

Instructions:

Preparation:

- Ensure that there are enough index/note cards for each person to have one.
- Distribute the index/note cards and pens to all participants.

Writing Facts:

- Instruct each participant to think of a unique and interesting personal fact about themselves.
- They should write down this fact on the index/note card keeping it hidden from others.
- Encourage participants to be creative with their facts, sharing something not commonly known.

Collecting Notes:

- Once everyone has written their fact on the note, collect all the notes and shuffle them.
- Make sure no one sees which fact belongs to whom.

Random Distribution:

- Redistribute the notes randomly, ensuring that each participant gets a note with someone else's fact on it. They should not get their own note.

Guessing Game:

- Explain that the goal of the game is to guess which participant's fact is written on the note they received.
- Participants should mingle, asking each other yes or no questions to gather clues about the person's identity.
- The questions should be related to the fact on the note, such as "Do you enjoy skydiving?" or "Do you play the guitar?"
- Emphasize that participants should not reveal the fact on the note or share the identity of the person whose fact they received until everyone has made their guesses.

Revealing the Identity:

- After a set amount of time (e.g., 5-10 minutes), gather everyone back together.
- One by one, go around the group, and ask each participant to reveal the fact they received and the identity of the person they think it belongs to.
- The person whose fact is being revealed can confirm whether the guess is correct or not.

Supreme Leadership – Slide 4



Today's Learning Objectives



- ✓ Review elevated leadership skills including the results pyramid and the accountability ladder principles
- ✓ Explore team building leadership skills including talent management and new hire training
- ✓ Gain insights into being a culture champion through coaching, communication, and talent assessment

Talking Points:

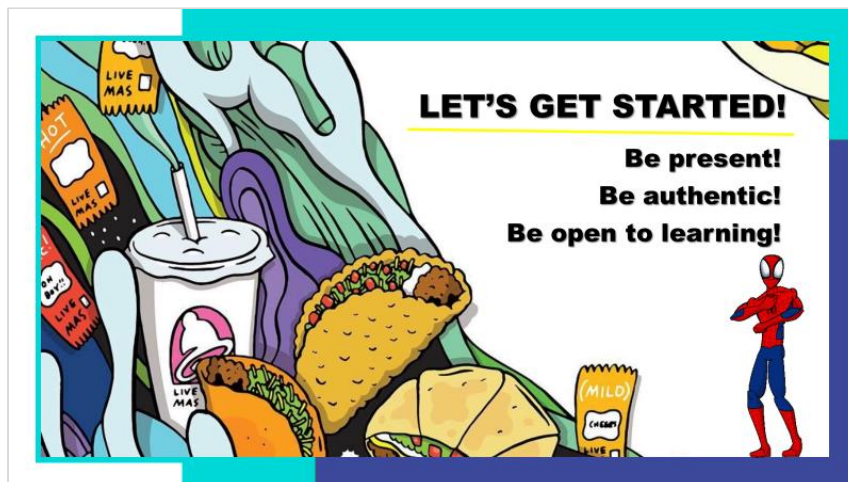
READ: Today's Learning Objectives:

- Review elevated leadership skills including the results pyramid and the accountability ladder principles
- Explore team building leadership skills including talent management and new hire training
- Gain insights into being a culture champion through coaching, communication, and talent assessment

ASK: Does anyone have any questions or thoughts they would like to share before we get started?

Notes:

Supreme Leadership – Slide 5



Talking Points:

SAY: Why is continuous learning so important? Well, It's the reason that we are all here today! So, if you want to stay ahead of the curve, be successful in your career, and have a lot of fun along the way, you need to make continuous learning a part of your life. Remember - You're the superhero of your team! Believe in your powers and inspire your fellow food warriors to conquer new levels of success! So, if you want to stay ahead of the curve, be successful in your career, and have a lot of fun along the way, you need to make continuous learning a part of your life.

Imagine you're playing a video game where you start as a beginner and work your way up to becoming a superhero. Continuous learning is like gaining experience points in that game. The more you learn, the more experience points you earn, and the stronger and more skilled you become.

In the real world, continuous learning means constantly gaining new knowledge and skills throughout your life, just like a superhero leveling up. It's about never settling for what you already know and always seeking new challenges and opportunities to grow.

You see, the world around us is always changing. New technologies, ideas, and ways of doing things pop up all the time. If you stop learning, you'll quickly fall behind and become like a dinosaur in a world of smart-devices.

But when you embrace continuous learning, you become a knowledge sponge, soaking up information and skills. You become adaptable and flexible, ready to tackle any challenge that comes your way.

Continuous learning is like adding new tools to your superhero utility belt. Each new skill or piece of knowledge you acquire becomes another superpower that you can use to solve problems, overcome obstacles, and achieve your goals.

It's not just about gaining knowledge for the sake of it. Continuous learning helps you become a better version of yourself. It boosts your confidence, expands your horizons, and opens up new possibilities. It's like discovering a whole new world right in your backyard.

So, whether you're an RGM or an aspiring superhero, continuous learning is your secret weapon. Embrace it, and you'll always stay one step ahead, ready to conquer any challenge that comes your way.

Supreme Leadership – Slide 6



Talking Points:

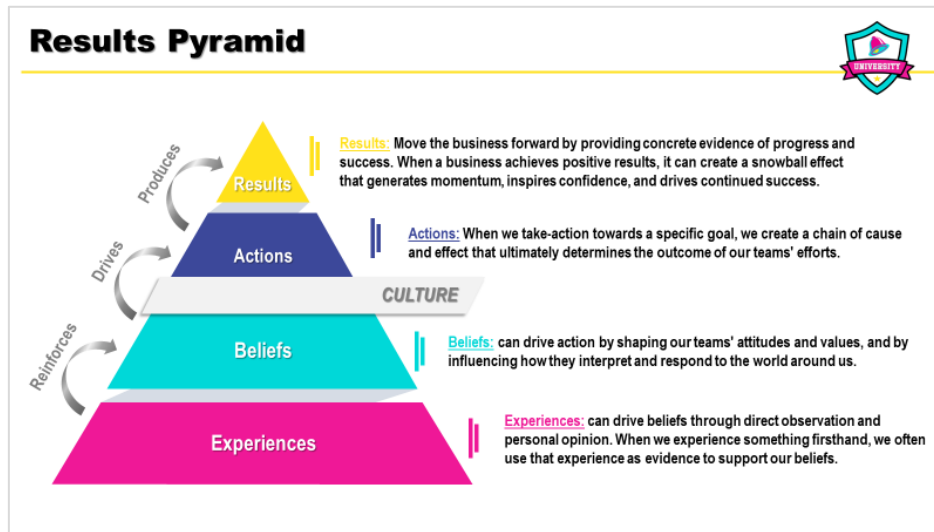
SAY: Our overall purpose in conducting these training sessions is to Elevate your Leadership skills.

- First, we look at What I Know. Then, we examine What I Consistently Do.
- Finally, we make sure we're always aware of How I Make Others Feel.

BIG-TAKEAWAY: When we seek constant feedback at each step, we make our interactions more purposeful, and we begin to elevate our leadership skills.

Notes:

Supreme Leadership – Slide 7



Talking Points:

**Bingo Question

SAY: You may remember this image from Session One. This is our results pyramid.

CLICK & READ: Experiences: can drive beliefs through direct observation and personal opinion. When we experience something firsthand, we often use that experience as evidence to support our beliefs.

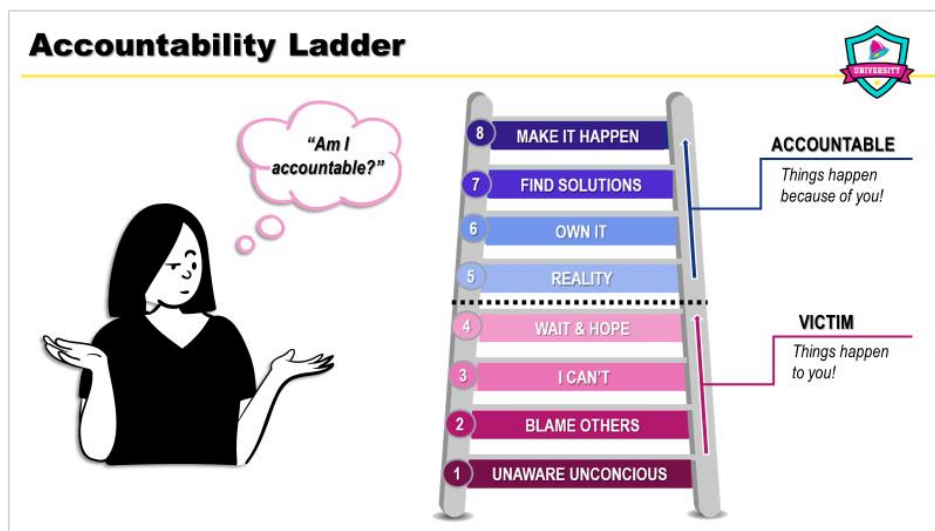
CLICK & READ: Beliefs: can drive action by shaping our teams' attitudes and values, and by influencing how they interpret and respond to the world around us.

CLICK & READ: Actions: When we take-action towards a specific goal, we create a chain of cause and effect that ultimately determines the outcome of our teams' efforts.

CLICK & READ: Results: Move the business forward by providing concrete evidence of progress and success. When a business achieves positive results, it can create a snowball effect that generates momentum, inspires confidence, and drives continued success.

BIG TAKEAWAY: Building culture in your restaurants leads to results and that all starts with the experiences that we create for ourselves, our customers, and especially our teams.

Notes:



Talking Points:

**Bingo Question

SAY: Here is our accountability ladder which shows the difference in how our attitude and accountability results in things happening because of you, not things happening to you. Ask yourself, are you a victim or are you accountable.

SAY: When we talk about the Accountability ladder, we often want to talk about accountability as it relates to holding others to account, but it's even more important to look at ourselves in the mirror.

ASK: Where would you place yourself on the accountability ladder?

BIG TAKEAWAY: Accountability is accepting responsibility for one's actions. At work, that might look like owning a mistake and sharing it as a learning experience or setting a standard and holding your team accountable to uphold that standard.

Notes:

Supreme Leadership – Slide 9



Today's Learning Agenda



- Team Building Leadership Skills
- Culture Champion Leadership Skills
- Team Member Feedback Skills
- Commitment in Action
- Bingo Time – Knowledge Check Challenge

Talking Points:

SAY: Here is today's learning agenda and our topics for discussion.

- Team Building Leadership Skills
- Culture Champion Leadership Skills
- Team Member Feedback Skills
- Commitment in Action
- Bingo Time! – Knowledge Check Challenge

SAY: We will go into more detail in each topic throughout the day. Please keep in mind that your participation is the key to your leadership development. So, let's make a commitment to stay engaged. Remember to be present, be authentic and be open to learning.

Notes:



Team Building Leadership
Building a Winning Team

A photograph of a young woman with long, wavy brown hair, smiling broadly. She is wearing a black t-shirt and holding a pizza. On the pizza, there is a small version of the university logo seen in the top right corner. The photo is framed by a thick cyan border.

Talking Points:

SAY: Let's start of this session with a discussion on your role and responsibilities as a shift leader for building a winning team.

Notes:

Supreme Leadership – Slide 11



A Winning Team!!!

What are the key characteristics of a winning team?

Clear & Shared Goals	Communication & Teamwork	Trust & Respect	Diversity & Inclusion	Continuous Learning

Talking Points:

SAY: Let's start off by talking about what makes a "winning" team.

SAY: Clear & Shared Goals: That is when all team members are working towards a common purpose.

SAY: Communication & Teamwork: Smooth teamwork through sharing ideas and resolving challenges.

SAY: Trust & Respect: Positive environments are where trust empowers great decision-making.

SAY: Diversity & Inclusion: Our teams' different backgrounds and skills leads to better problem-solving.

SAY: Continuous Learning: Embracing change and seeking self-improvement keeps the team flexible and competitive.

Notes:

Supreme Leadership – Slide 12



The Value of Your Team



Talking Points:

Video: Moneyball/Peter Brand's First Day

SAY: We wanted to show you this scene from the movie Moneyball because it shows how to support talented team members who might be overlooked by others. It also show how to be open to new ideas, which can help create a successful overall team, even with limited resources. The scene highlights the importance of thinking differently and being creative in building a winning team for the restaurant's success!

ASK: What are some ways that you, as a shift leader can help to support your fellow team members and value their contributions to your winning team?

Notes:

Supreme Leadership – Slide 13



Working with Your RGM

Why is it important to partner with your RGM to help develop your team?

- Closer Relationships**
- Identify & Address Potential Problems**
- Help Create a Positive Work Environment**
- Develop Skills & Knowledge**

When you support the development of your fellow team members, you are also supporting your own development. It's a WIN! WIN!

Talking Points:

SAY: Why is it important to partner with your RGM to help develop your team?

SAY: Closer Relationships - You generally have a closer relationship with your fellow team members than your RGM. You are the ones who work with them on a daily basis and see their strengths and weaknesses firsthand. This makes you a valuable for performance reviews, as they can provide valuable insights into team members' performance.

SAY: Identify & Address Potential – You can help to identify and address any potential problems. If a team member is struggling, you are often the first to know. You should work with the RGM to develop a plan to help the team member improve.

SAY: Create a Positive Work Environment - You can help to create a positive work environment. When team members feel supported and appreciated, they are more likely to be engaged and productive. You play a key role in creating a positive work environment by being approachable and supportive.

SAY: Develop Skills & Knowledge – You can help to develop your team members' skills and knowledge, by providing training, coaching, and feedback. By investing in team members' development, you will help to ensure that the restaurant has a strong workforce.

SAY: When your shift leaders support the development of fellow team members, they foster their own development. It's a WIN! WIN!

Notes:

Supreme Leadership – Slide 14



Best Practices: The Eight Be's

 Be Prepared	 Be Specific	 Be Constructive	 Be Positive
 Be Objective	 Be Confidential	 Be Open	 Be Willing

Talking Points:

****Bingo Question**

SAY: Here are some best practices giving effective, quality feedback:

Be prepared. Before the review, take some time to think about the team member's performance and what you want to discuss. This will help you stay on track during the meeting.

Be specific. When providing feedback, be as specific as possible. This will help the team member understand what they need to do to improve.

Be constructive. Focus on the team member's strengths and weaknesses and offer suggestions for how they can improve.

Be positive. Even if the team member is not performing well, try to end the meeting on a positive note. This will help the team member feel motivated to improve.

Be fair. Be objective and fair in your feedback. Don't let your personal feelings about the team member influence your assessment.

Be confidential. The information discussed in the performance review should be kept confidential. Don't share it with anyone else without the team member's permission.

Be open to feedback. Allow the team member to share their own thoughts and feelings about their performance. This will help you get a better understanding of their perspective.

Be willing to compromise. If the team member disagrees with your assessment, be willing to compromise. You may not always agree, but you should both be willing to work together to find a solution.

Notes:

Supreme Leadership – Slide 15



Performance Management: Results

When you effectively manage the performance of your team, you can ensure higher retention & higher profitability. **WIN WIN!**

The diagram illustrates the relationship between team management, innovation, and success. It consists of three circular icons arranged horizontally. The first icon is blue and contains a white silhouette of a person standing on a podium, leading two other people. To its right is a yellow plus sign. The second icon is pink and contains a white lightbulb with rays emanating from it, symbolizing an idea or innovation. To its right is a yellow equals sign. The third icon is teal and contains a white trophy with a dollar sign on it, representing success or profitability.

Talking Points:

SAY: When you manage the performance of your team by working with your RGM and communicating effectively, you can ensure higher retention & higher profitability.

SAY: Here are a few things that you can do as a shift leader to help manage team member performance.

- Provide regular feedback to your team on their performance. Recognize their strengths and areas for improvement.
- Set clear performance expectations and goals for your team members. Make sure they understand what is expected of them and how their performance will be measured, like using the team member feedback forms in Zenput.
- Offer training and development opportunities to help team members improve their skills and grow in their roles. This will lead to increases job satisfaction and loyalty.
- Encourage mentorship and coaching within the team. You can help to guide your team and create a positive work environment.

Notes:



New Hire Training
Support the New TM Experience

Talking Points:

SAY: Now let's take a few minutes to discuss how you as a shift leader support the new team member experience and ensure quality new hire training.

Notes:

Supreme Leadership – Slide 17



New Hire Training

Why is quality new hire training so important?
Let's discuss!

Talking Points:

SAY: As shift leader assisting in the training of new team members, your job is really important.

ASK: Why is new hire training important? (Wait for some responses.)

Prompt Notes:

- When people start a new job, they might feel confused or unsure. Good training helps them understand what to do and feel more confident.
- As a shift leader, you help new employees fit in by teaching them about the company and their responsibilities. This makes them happier and less likely to leave.

ASK: Can I get a couple of volunteers tell me about a time when you were a new hire? What was our first day like? What was your trainer like? (Get a couple of participants to share their stories.)

ASK: What are some of the benefits of training new hires? (Wait for some responses.)

Prompt Notes:

- When new team members get proper training, they become good at their jobs faster. This helps the team. Training reduces mistakes, so work is done better and there are fewer problems.
- New hires feel more confident, which makes them enjoy their work and suggest ways to improve things.

BIG TAKEAWAY: Quality new hire training is important because it helps the business succeed and the new team member feel confident and satisfied with their new job. It improves productivity, reduces mistakes and builds culture. Think about the results pyramid. It all starts with the experiences we create.

Notes:

Supreme Leadership – Slide 18



Talking Points:

SAY: Let's discuss some of the interactive training methods that we have for new hire training.

ASK: Why are hands-on, interactive training methods so important for great training? (Wait for some responses.)

Prompt Notes:

- Instead of just sitting and listening, interactive learning makes training more fun and engaging. It means getting involved in activities, discussions, and practical exercises.
- Hands-on learning lets trainees practice what they're learning. This helps them remember better and feel more confident when they start doing the actual job.

ASK: Why do we use resources like Learning Zone for new hire training? (Wait for some responses.)

Prompt Notes

- Training resources are like helpful tools that make learning easier. Learning Zone and Taco U could be online platforms or materials with useful information.
- These resources allow trainees to study at their own pace and review things whenever they need. It's like having a library of knowledge they can access anytime.

ASK: Why do we assign a certified trainer to support in-station training? (Wait for some responses.)

Prompt Notes

- A certified trainer is someone who knows the job really well and is good at teaching others. They help trainees learn the job step-by-step.
- Having a trainer by their side gives trainees someone to ask questions and get guidance from. It's like having a mentor to help them along the way.

BIG TAKEAWAY: Using interactive and hands-on methods makes training enjoyable and effective. Providing access to training resources allows trainees to learn at their own pace. Assigning a certified trainer offers valuable guidance and support, and conducting regular check-ins ensures that the training is on track and any challenges are addressed promptly. All these measures contribute to a successful and beneficial training experience for the new team members.



Zenput as a Training Resource

Zenput is a tool that helps assist with organizing, planning, and creating action plans using standard forms to reinforce consistency in teaching, coaching, and development of skills and routines.

The image shows a tablet with a blue screen containing the text. To the right of the tablet is a cartoon character of a man wearing a black cap and a black t-shirt with a small logo on the chest. He is smiling and has his hands on his hips. There are small university logos in the top right and bottom right corners of the slide content.

Talking Points:

****Bingo Question**

SAY: Zenput is a tool that helps assist with organizing, planning, and creating action plans using standard forms to reinforce consistency in teaching, coaching, and development of skills and routines.

SAY: Make sure that both you and your team are consistently and correctly completing the following forms on a timely basis:

- AM / PM Shift Readiness Checklist
- AM / PM Food Safety Checklist
- Cash Audits
- CORE Readiness Evaluation
- Weekly Pest Walk Form
- Team Member Feedback Form

SAY: These forms should be used to identify strengths and opportunities and help coach proper behaviors.

Notes:

Supreme Leadership – Slide 20



Facilitator Note:

Time to take a quick break. Give your shift leads 15 minutes before starting the next section.

Notes:



Culture Champion Leadership

Support the TM Experience



Talking Points:

SAY: Now let's discuss how you as a shift leader support your RGM and the team member experience by evaluating your team's talent levels (A, B or C Players) and provide great feedback on a team member's performance.

Notes:



Supporting the TM Experience

The Team Member experience can be affected positively or negative by a few aspects: job satisfaction, work-life balance, growth opportunities and work environment.

And here's how you can make an impact!

- FOSTER OPEN COMMUNICATION
- ENCOURAGE WORK-LIFE BALANCE
- PROVIDE SUPPORT
- RECOGNIZE & CELEBRATE YOUR TEAM
- OFFER OPPORTUNITIES FOR FEEDBACK
- ESTABLISH CULTURE

Talking Points:

SAY: The Team Member experience can be affected positively or negative by a few aspects: job satisfaction, work-life balance, growth opportunities and work environment, and as leaders in your restaurant you have the ability to make a positive impact which leads to more productivity, engagement and retention.

SAY: Here are a few ways that you can support the Team Member experience.

- Foster open communication channels to listen and address team member needs and concerns
- Recognize and celebrate team members' achievements and contributions
- Offer opportunities for feedback and suggestions to improve the work experience
- Establish a culture of respect, trust, and empathy among team members and leaders

Leadership Action Examples for Discussion:

Foster open communication channels to listen and address team member needs and concerns:

- Set up regular one-on-one meetings with team members to check in and see how they're doing.
- Create a culture where team members feel comfortable coming to you with their problems, concerns, and ideas.
- Be open to feedback and be willing to make changes based on what you hear.

Recognize and celebrate team members' achievements and contributions:

- Publicly recognize team members for their accomplishments.
- Offer small rewards, such as gift cards or lunch outings.

Establish a culture of respect, trust, and empathy among team members and leaders:

- Be respectful of all team members, regardless of their position or title.
- Create an environment where team members feel comfortable trusting each other.
- Be empathetic to the challenges that team members face.



Team Development: Best Practices

How you help to develop your teams and recognize great performance to establish your store's culture?

One-on-One Feedback Performance Reviews Development Goals TAACO & Supreme Leadership

Development and recognition motivates your team and helps to enhance and elevate a development-focused culture.

Talking Points:

****Bingo Question**

ASK: How you help to develop your teams and recognize great performance to establish your store's culture?

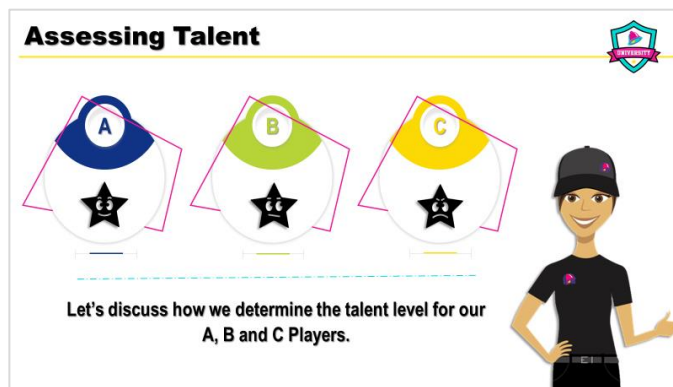
SAY: There are many ways that you can help to develop your teams:

- One-on-One Feedback Sessions
- Team Member Performance Reviews
- Helping with TMs Development Goals
- TAACO & SL Supreme Leadership Program

BIG TAKEAWAY: Development and recognition motivates your team, reinforces our organizational priorities, and helps to enhance and elevate a development-focused culture. Recognition provides opportunities to invest in people professionally & personally.

Notes:

Supreme Leadership – Slide 24



Talking Points:

****Bingo Question**

SAY: Let's discuss how we determine the talent level for our A, B and C Players.

DISCUSS: A Player Traits:

- Great Communication Skills! They actively listen to customer & team member concerns and provide accurate and concise solutions.
- Great Problem-Solver! They can think on their feet and offer creative solutions in challenging situations.
- Customer-Focused Attitude! They go the extra mile to exceed expectations, understand customer needs, and ensure customer satisfaction.
- Great Product & Standard Knowledge! They are well-versed in company policies, procedures, and industry best practices, enabling them to offer comprehensive assistance.
- Emotional Intelligence! They easily handle difficult issues with customers or team members and defuse tense situations with professionalism.

DISCUSS: B Player Traits:

- Solid Communication Skills: They can effectively convey information to customers but may occasionally struggle with complex or challenging interactions.
- Competent Problem Solvers: While they may take a bit longer to resolve more complex problems, they still demonstrate a reasonable level of analytical thinking and resourcefulness.
- Customer-Focused Attitude: They should be able to communicate effectively and remain calm and professional, even when faced with challenging situations.
- Developing Emotional Intelligence: They handle most customer interactions professionally but may occasionally struggle with more challenging emotional situations.

DISCUSS: C Player Traits:

- Poor Communication Skills: They struggle to communicate clearly with their fellow team members and customers which can create confusion and errors.
- Lack of Teamwork: They are not willing to collaborate with the team and disrupt the flow of operations, creating a negative work environment.
- Inflexibility: They are not willing to adapt to change or take on new tasks, creating bottlenecks in the workflow.
- Poor Time Management Skills: They struggle to manage their time effectively which causes delays in fulfilling orders and creates frustration for customers.
- Negative Attitude: They tend to create a toxic work environment and affect morale.
- Lack of Attention to Detail: They often lack performance skills, creating mistakes and delays in the workflow.



Talking Points:

SAY: It's time for a breakout group activity.

Instructions:

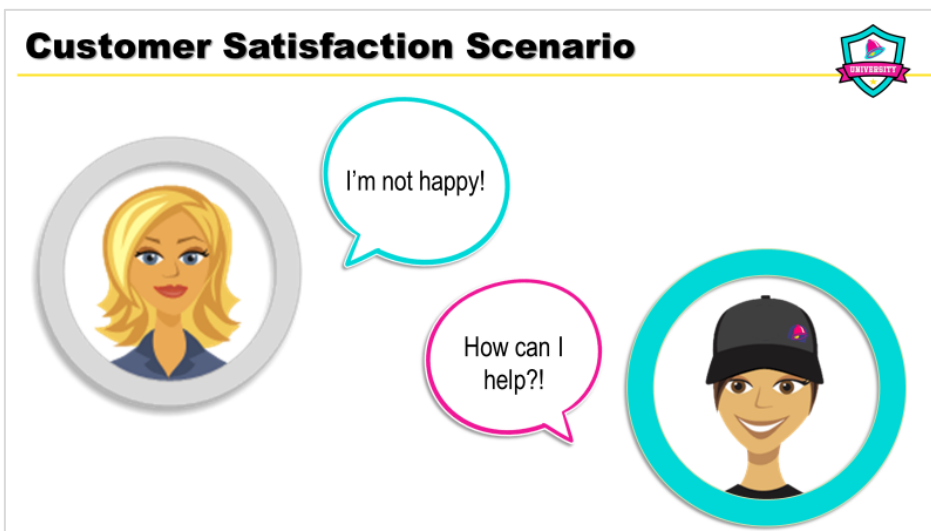
SAY: Now we are going to do a breakout activity for identifying your team members' talent level based on their actions in real-life scenarios. But first, let's do the first scenario as a group. On the next slide we will examine a customer satisfaction scenario with one of our team members. So, let's see how the customer interaction plays out and then determine based on that interaction if the TM is an A, B or C Player.

READ:

Let's discuss how we can use the team member's characteristics and interactions to assess their talent level.

- In the following scenario identify if the Team Member is an A, B or C Player.
- What are some of the Team Members qualities and/or actions that lead you to decide how to assess their talent level?

Notes:



Talking Points:

SAY: A dine-in customer has approached the register counter. She is holding the order that she had just received. She ordered a Black Bean Chalupa, but when she unwrapped it, she noticed it was a Cheesy Gordita Crunch. She's a vegetarian. So, she doesn't eat meat. Let's see how the team member resolves the issue to turn the customer's frown upside down.

SAY: Amber (Our Service Champion) notices immediately that the customer probably has an issue with her order as the customer walks up to the register. Amber immediately acknowledges the customer and asks if there was anything wrong with the order. The customer tells her the issue and seems pretty upset about the mistake. Amber shows empathy, apologizes immediately, and thanks the customer for bringing the issue to her attention, giving Amber a chance to correct it.

SAY: Amber immediately solves the issue by getting the correct order placed with the expo and lets the customer know that she will bring the correct order right out to her table, so the customer doesn't have to stand and wait. Amber brings the customer the correct order and even throws in a side of Cinnamon Twists! She then apologizes again, thanking the customer for letting us fix the mistake.

ASK: What do you think of Amber's resolution skills?

ASK: What type of player is Amber and what lead you to place her in that category?

Notes:

Supreme Leadership – Slide 27



Team Member #1	Team Member #2	Team Member #3
<p>Scenario: A customer has ordered an LTO. Unfortunately, we ended that offer already and cannot make it for the customer. The Team Member apologizes sincerely but didn't suggest something else.</p> <p>They can effectively convey information to customers but may occasionally struggle with more complex interactions.</p> <p>Is this Team Member an A, B or C? _____</p> <p>What are your next steps for development and/or coaching?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Scenario: One of your Team Members works in the drive thru Monday – Friday. She has lots of regulars that stop in to pick up their Taco Bell favorites. She knows most of her customers by name and is always friendly and engaging, going the extra mile to exceed expectations, understand customer needs, and ensure customer satisfaction.</p> <p>Is this Team Member an A, B or C? _____</p> <p>What are your next steps for development and/or coaching?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Scenario: One of your Team Members closes the restaurant several times throughout the week. When he was first hired, he was very good with the details.</p> <p>However, lately he has been dropping the ball and not properly performing a complete close to open. Your openers have begun to complain leading to some tension between the day & night parts.</p> <p>Is this Team Member an A, B or C? _____</p> <p>What are your next steps for development and/or coaching?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Activity: Identifying Potential Based on Team Member Characteristics

Step #1 - In groups, review the customer scenarios. Determine which descriptions are handled by A, B, or C Players.

Step #2 - Discuss your next steps and coaching opportunities for each team member and what team member characteristics you saw that determined your decision.

INSTRUCTIONS: (Scenarios & Team Member Characteristics are included in the Participant Guide)

1. Divide the group into three smaller groups.
2. Instruct each group to use the Team Member Scenario handouts to identify the A, B and C players based on how each team member handles each scenario.
3. After identifying the talent level ask them to discuss and write down the following:
 - a) What TM actions lead you to place them in that talent level?
 - b) What are your next steps for coaching and/or developing that TM?

Notes:



Team Member #1

Scenario:

A customer has ordered an LTO. Unfortunately, we ended that offer already and cannot make it for the customer. The Team Member apologizes sincerely but didn't suggest something else.

They can effectively convey information to customers but may occasionally struggle with more complex interactions.

Is this Team Member an A, B or C? _____

What are your next steps for development and/or coaching?



Team Member #2

Scenario:

One of your Team Members works in the drive thru Monday – Friday. She has lots of regulars that stop in to pick up their Taco Bell favorites. She knows most of her

customers by name and is always friendly and engaging, going the extra mile to exceed expectations, understand customer needs, and ensure customer satisfaction.

Is this Team Member an A, B or C? _____

What are your next steps for development and/or coaching?



Team Member #3

Scenario:

One of your Team Members closes the restaurant several times throughout the week. When he was first hired, he was very good with the details.

However, lately he has been dropping the ball and not properly performing a complete close to open. Your openers have begun to complain leading to some tension between the day & night parts.

Is this Team Member an A, B or C? _____

What are your next steps for development and/or coaching?

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Group Activity Review

The diagram consists of two large, curved arrows pointing in opposite directions. On the left is a purple arrow pointing left, containing a checkmark icon and the text 'Attitude of Compliance' and 'Check the box.'. On the right is a pink arrow pointing right, containing the text 'Attitude of Commitment' and 'Act with purpose!' followed by a small icon of a person with a gear. A small university logo is in the top right corner of the slide frame.

Talking Points: (Group Activity Recap)

ASK:

- What are some of the big take-aways that you've learned during this activity?
- Did you learn any new information about your ability to identify talent?
- Are there any other scenarios that you have experienced in your restaurant that allowed you to identify talent?

Talking Points: (Compliance vs. Commitment)

****Bingo Question**

SAY: There are two ways to approach things that need to be done. Let's discuss compliance versus commitment.

- **Attitude of Compliance** – *Have to because I was told to. Get it done so I don't get in trouble.*

- **Attitude of Commitment** – *Do it because it's the right thing to do, leads to the right kinds of behaviors, helps serve our customers, helps develop our people...etc. Do it for the why.*

Notes:

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Shift Lead Commitment Actions

Here are a few ways you can show commitment...

- Set Clear Expectations
- Provide Regular Feedback
- Create a Positive Work Environment

Here are some of the benefits to your business...

- Increased Engagement
- Improved Performance
- Reduced Turnover
- Builds Culture

Talking Points:

****Bingo Question**

SAY: There are several ways that a leader can demonstrate commitment actions.

SAY:

- Set clear expectations. This will help to ensure that everyone is on the same page and that team members know what is expected of them.
- Provide regular feedback, both positive and negative. This feedback will help team members to identify areas where they can improve and to stay motivated.
- Create a positive work environment. This will help team members to feel motivated and engaged in their work.

SAY: Here are some of the benefits to your business if you are committed to quality, regular performance reviews and the development of your team members.

SAY:

- Increased team member engagement: When team members feel like you are invested in their development, they are more likely to be engaged in their work.
- Improved team member performance: When team members receive regular feedback and development opportunities, they are more likely to improve their performance. This can lead to better customer service, increased sales, and reduced costs.
- Reduced team member turnover: When team members feel like they are valued and supported by their manager, they are less likely to leave.
- Builds Culture: When you show commitment to your team and lead by example this helps to build a strong culture in your restaurant.

BIG TAKEAWAY: Overall, a leader who is committed to quality, regular performance reviews, and the development of their team members is more likely to have a high-performing team that is aligned with the organization's goals.



Note: Follow the instructions in your facilitator's guide for the trivia questions. Participant guides will have the bingo cards for the shift leaders to use.

Bingo Instructions:

Count Off & Bingo Card Selection:

- Have the participants cut off 1, 2, 3, 4. The one's will use bingo card #1, the two's will use bingo card #2, the three's will use bingo card #3, and the four's will use bingo card #4.
- Explain that the counting off process will determine which Bingo card each participant will use during the game. If someone counts off as number 1, they will use "Bingo Card 1." If someone counts off as number 2, they will use "Bingo Card 2," and so on.

Playing the Game:

- Instruct the participants to use the Bingo card corresponding to their counted number from the participant guide.
- Explain the rules of the game:
- You will ask questions from the list in the facilitator's guide.
- The answers to the questions will be on the bingo cards.
- Participants will need to find the current answers and mark them off with an X.
- The first participant to complete a line (horizontally, vertically, or diagonally) by marking off five spaces and shout "Bingo!" wins the round.

Bingo Winner:

- When a participant calls out "Bingo!" after marking off five spaces in a line, verify the marked answers are correct.
- Reward the winner with a small prize or recognition to add an element of fun and motivation to the game.

Note: Emphasize that the purpose of the Bingo game is not only to win but also to actively listen and participate throughout the session and reinforce the key concepts.

Remember, the Bingo game should be a fun and interactive way to keep participants engaged and excited during the training session while also helping them retain important information. Happy Bingo-ing!

Bingo Questions & Answers



Supreme Leadership Session 2 Bingo Questions:

This is a tool that helps assist with organizing, planning, and creating action plans using standard forms to reinforce consistency in teaching, coaching, and development of skills and routines. - **Zenput**

What are the talent levels for evaluating a team member's performance? - **ABC Players**

Which player has the following characteristics: Great Communication Skills! Great Problem-Solver! Customer-Focused Attitude! Great Product & Standard Knowledge! - **A-Player**

These are the best practices for conducting an effective performance review and giving feedback. - **The Eight B's**

We use this image to represent building culture, leading to results, and creating experiences that we create for ourselves, our customers, and especially our teams. - **Results Pyramid Image**

As a shift leader your commitment actions will benefit the business. What specific benefits did we discuss? (All four are on the board in separate boxes.)

- **Increased Engagement**
- **Improved Performance**
- **Reduced Turnover**
- **Builds Culture**

We use this image to represent accountability. - **Accountability Ladder Image**

What were the four specific best practices that we discussed for how you can help develop your team? (All four answers are on the board in separate boxes.)

- **One-on-One Feedback**
- **Performance Reviews**
- **Helping with TMs Goals**
- **TAACO & SL Supreme Leadership**

There are two ways to approach things that need to be done. What are they? (Both answers are on the board in separate boxes.) - **Compliance & Commitment**

There are three of the "Eight B's" on your Board. Find all three! (All three are on the board in separate boxes.)

- **Be Positive**
- **Be Prepared**
- **Be Specific**



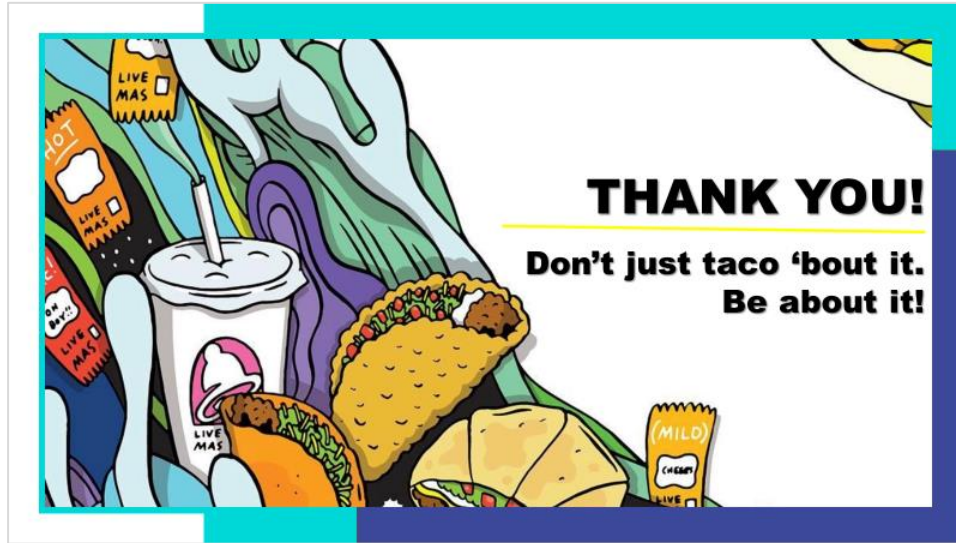
Closing Thoughts
Developing a Strong Team Review

Talking Points:

SAY: Here are some of the big take-aways for you to keep in mind and put into action during your shifts.

1. Remember, Accountability is accepting responsibility for one's actions. At work, that might look like owning a mistake and sharing it as a learning experience or setting a standard and holding your team accountable to uphold that standard.
2. Keep in mind that it is a shared responsibility between you, your fellow shift leaders, and your RGM for the following:
 - Supporting the Team Member Experience – Remember the Results Pyramid? Building culture all starts with the experiences that we create.
 - Helping to evaluate the team's performance, as well as team member development and new hire training
 - Promoting the values and culture in your restaurant
 - Focusing on your commitment actions – Actions with purpose, not just checking boxes because you have to do it

Notes:



Reminder! Make sure that all shift leaders clock out!

Talking Points:

SAY: "We're not just serving tacos; we're dishing out excellence! Let's sprinkle each task, each interaction, and each customer experience with a dash of Sauceness!"

Notes:
