SUPREME LEADERSHIP

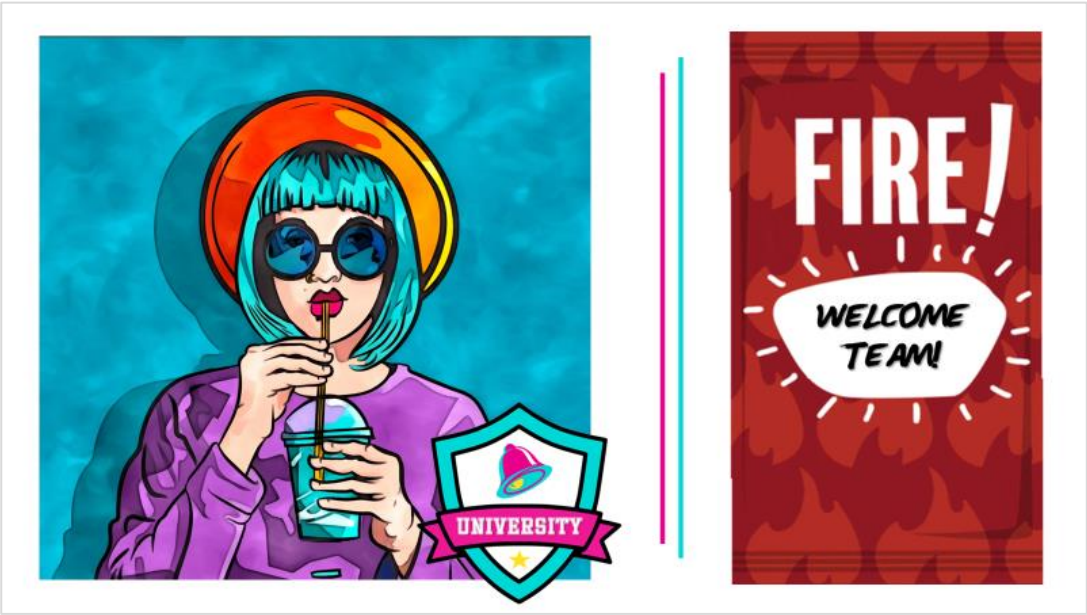
SL SESSION #2

Team Building & Culture Champion
Leadership Skills

Participant's Guide

Supreme
Leadership
Team Building & Culture
Champion Skills
LATE NITE
FIRE!
LIVE MAS
HOT
KOOL

Notes:



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Notes:

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

Notes:

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 SAY: 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.

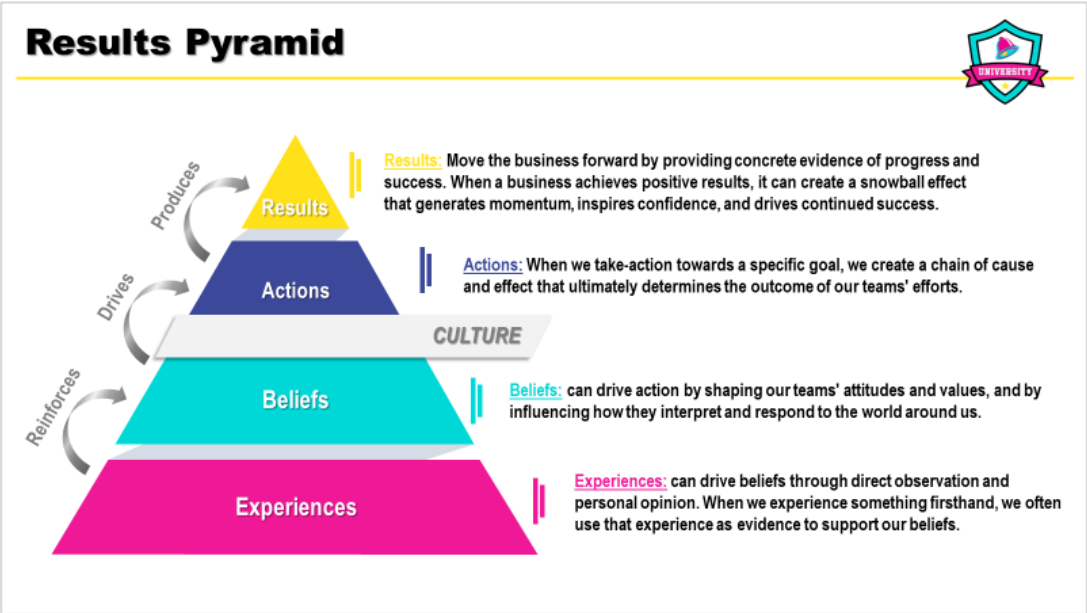
Continuous learning is like adding new tools to your superhero utility belt. Each new skill or piece of knowledge you acquire becomes another superpower that you can use to solve problems, overcome obstacles, and achieve your goals.

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.

Elevating Your Leadership
What I Know
Intentional Experience & Improvement Seeking
Coaching, Mentoring & Teaching
ELEVATING LEADERSHIP
What I Consistently Do
How I Make Others Feel
Purposeful Interactions

Notes:


Results Pyramid
Produces
Drives
Reinforces
Results
Actions
CULTURE
Beliefs
Experiences
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.
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.
Beliefs: can drive action by shaping our teams' attitudes and values, and by influencing how they interpret and respond to the world around us.
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.

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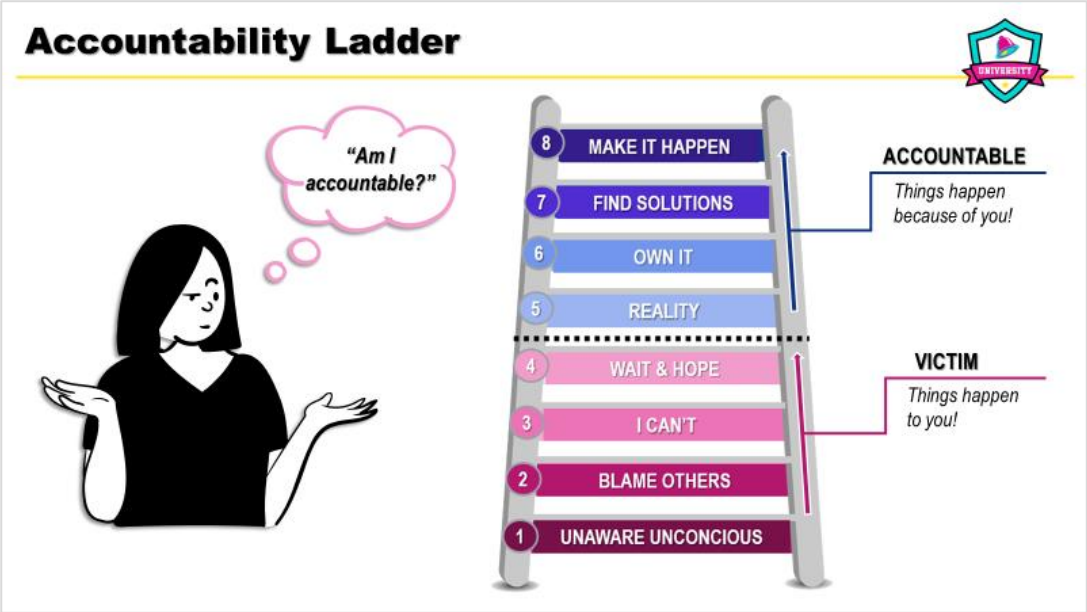
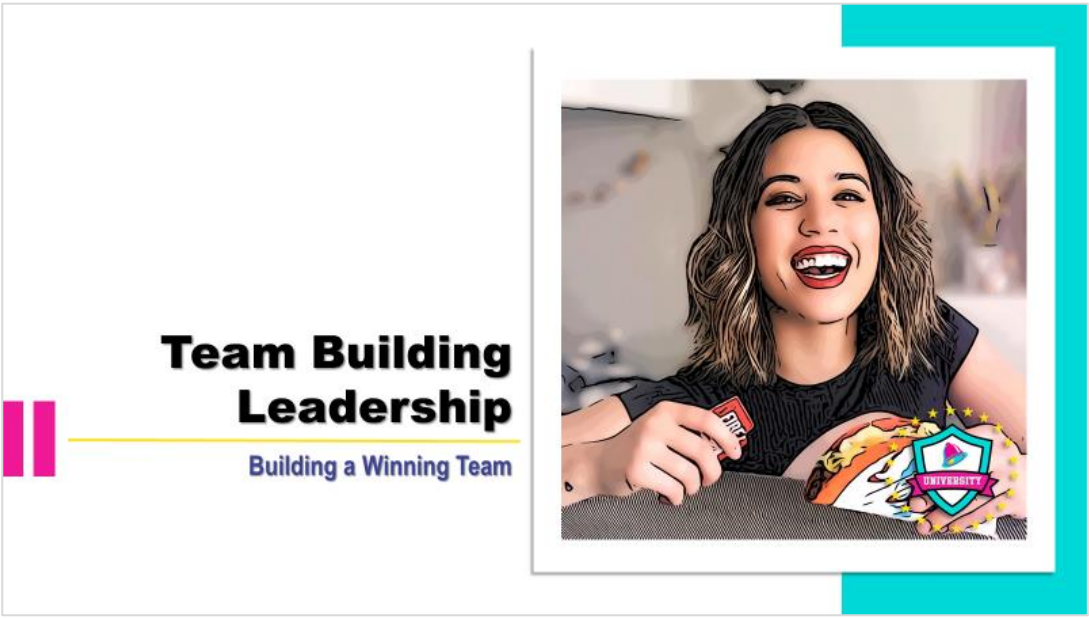

Accountability Ladder
"Am I accountable?"
8 MAKE IT HAPPEN
7 FIND SOLUTIONS
6 OWN IT
5 REALITY
4 WAIT & HOPE
3 I CAN'T
2 BLAME OTHERS
1 UNAWARE UNCONCIOUS
ACCOUNTABLE
Things happen because of you!
VICTIM
Things happen to you!

Notes:

Today's Learning Agenda
Team Building Leadership Skills
Culture Champion Leadership Skills
Team Member Feedback Skills
Commitment in Action
Bingo Time – Knowledge Check Challenge

Notes:



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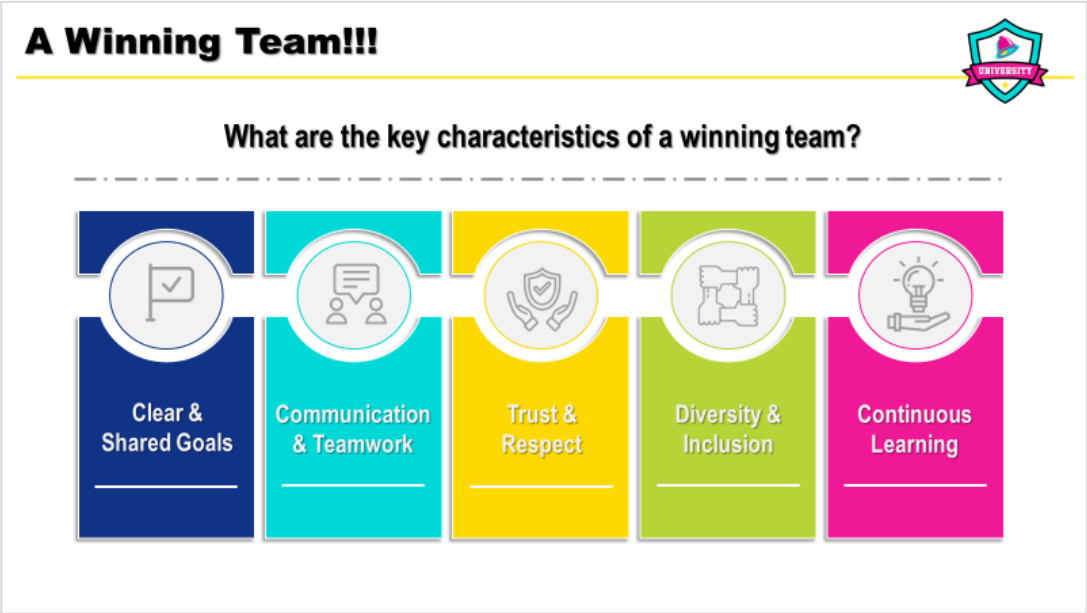
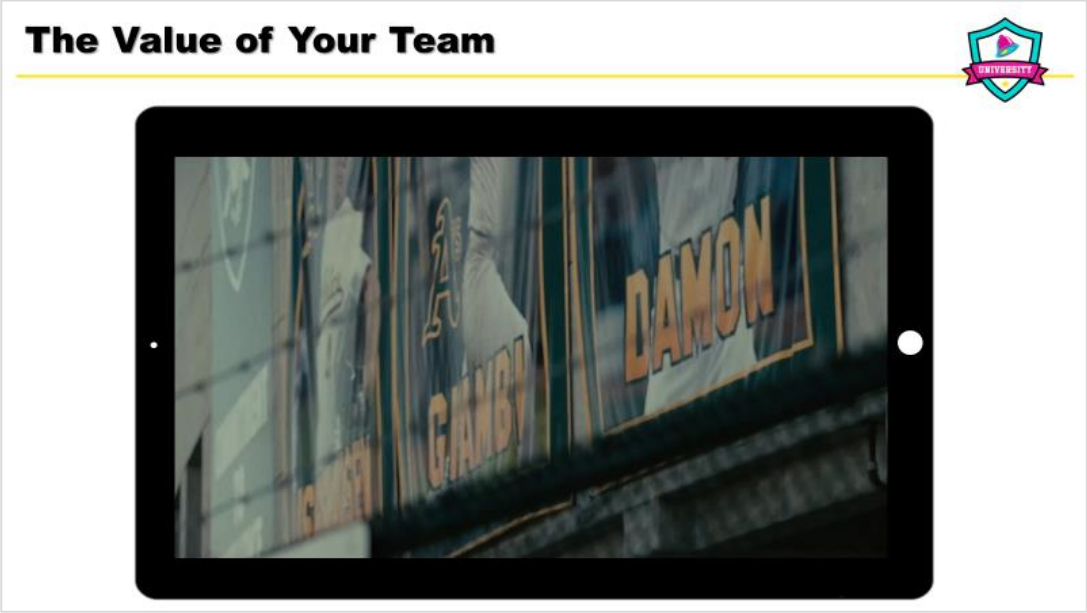

A Winning Team!!!
What are the key characteristics of a winning team?
Clear & Shared Goals
Communication & Teamwork
Trust & Respect
Diversity & Inclusion
Continuous Learning

Notes:



Notes:

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!

Notes:

Best Practices: The Eight Be's
Be Prepared
Be Specific
Be Constructive
Be Positive
Be Objective
Be Confidential
Be Open
Be Willing

Notes:

Performance Management: Results
When you effectively manage the performance of your team, you can ensure higher retention & higher profitability. WIN WIN!

Notes:

New Hire Training

Support the New TM Experience

Notes:

New Hire Training
TACO BELL
Why is quality new hire training so important?
Let's discuss!

Notes:

Hands-On Interactive Training
Hands-On Learning with a Certified Trainer
Access to Training Resources
Assigning a Certified Trainer
Regular Check-In's & Feedback

Notes:

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.

Notes:

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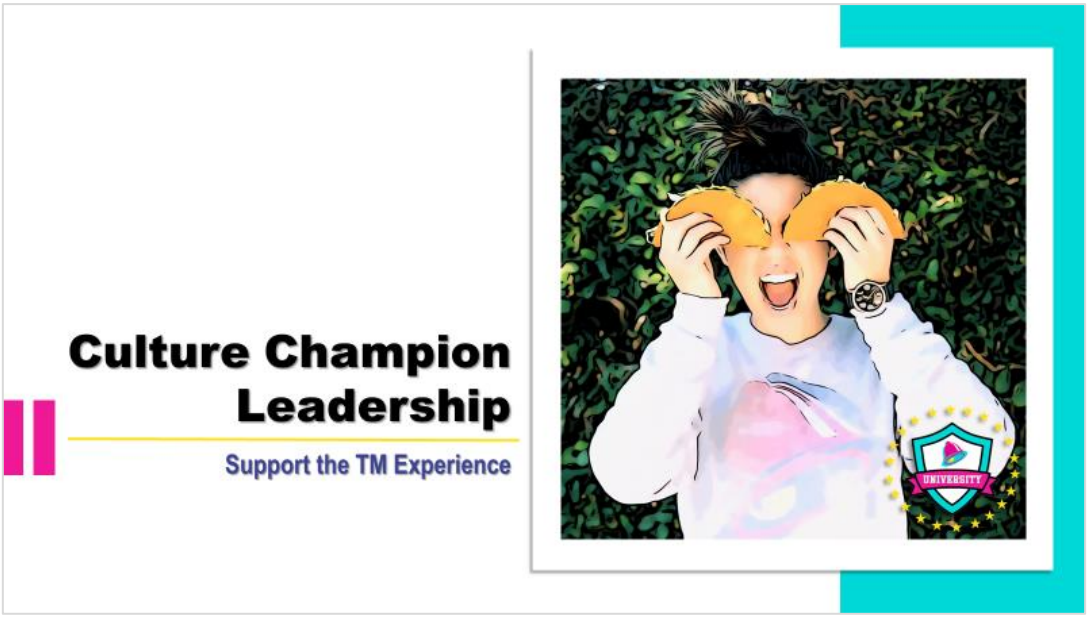

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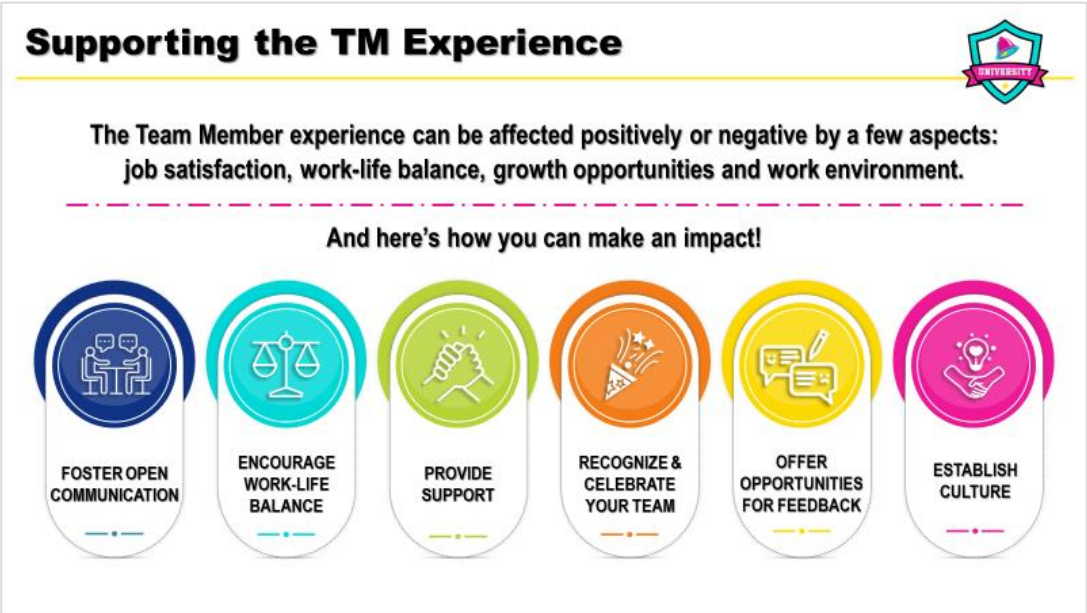
Supporting the TM Experience
The Team Member experience can be affected positively or negative by a few aspects: job satisfaction, work-life balance, growth opportunities and work environment.
And here's how you can make an impact!
FOSTER OPEN COMMUNICATION
ENCOURAGE WORK-LIFE BALANCE
PROVIDE SUPPORT
RECOGNIZE & CELEBRATE YOUR TEAM
OFFER OPPORTUNITIES FOR FEEDBACK
ESTABLISH CULTURE

Notes:

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.

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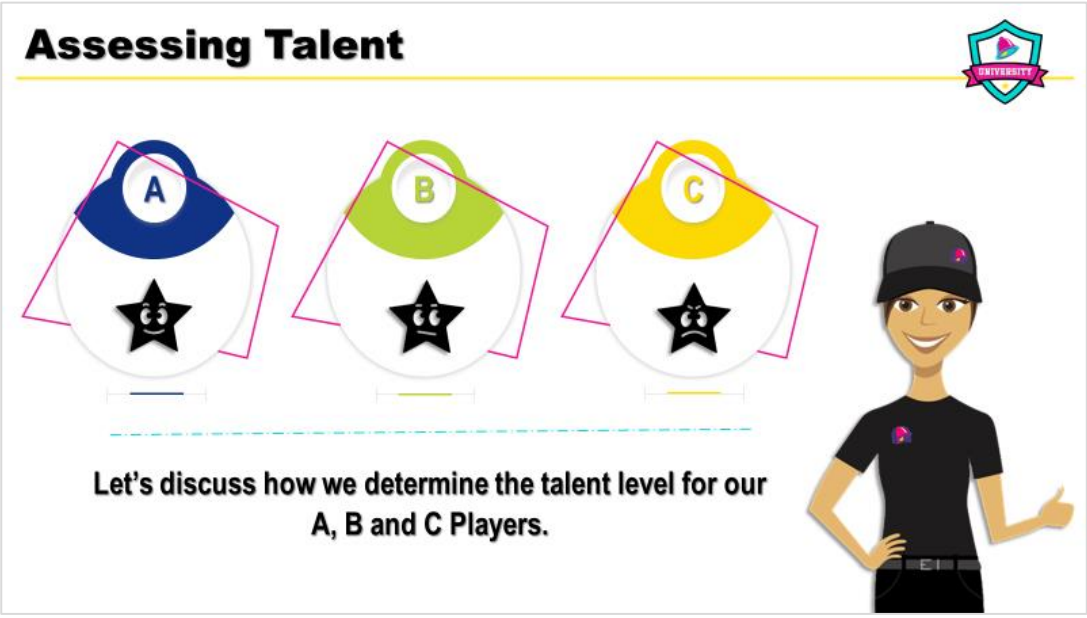
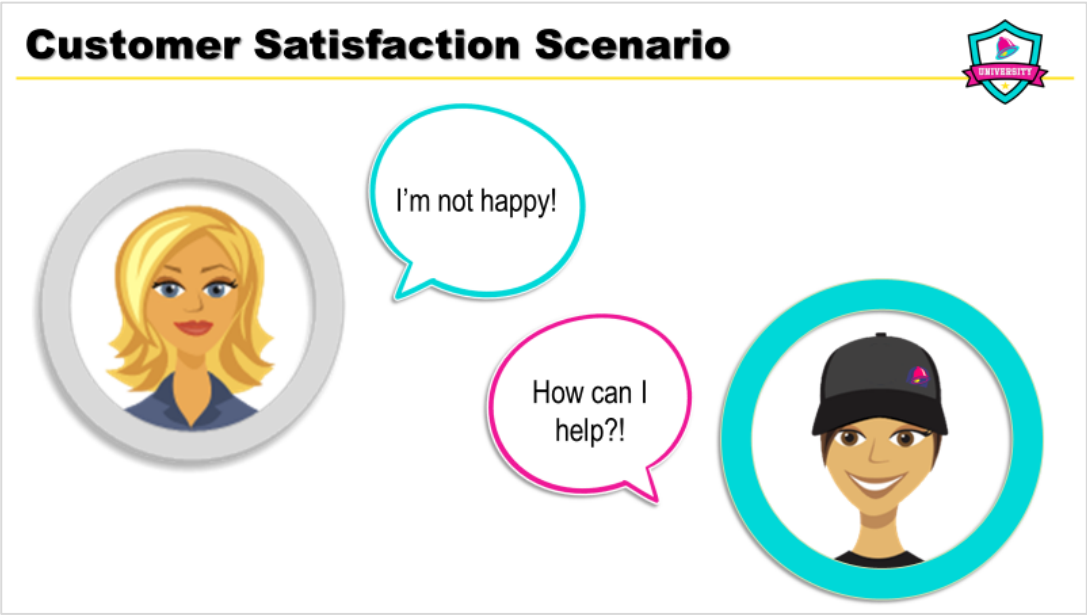

Assessing Talent
A
B
C
Let's discuss how we determine the talent level for our A, B and C Players.

Notes:

Group Activity Time!
Evaluating Talent
LATE NITE
FIRE!
LIVE MAS
HOT
KOOL

Notes:



Notes:

Group Activity – Team Member Scenarios

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:

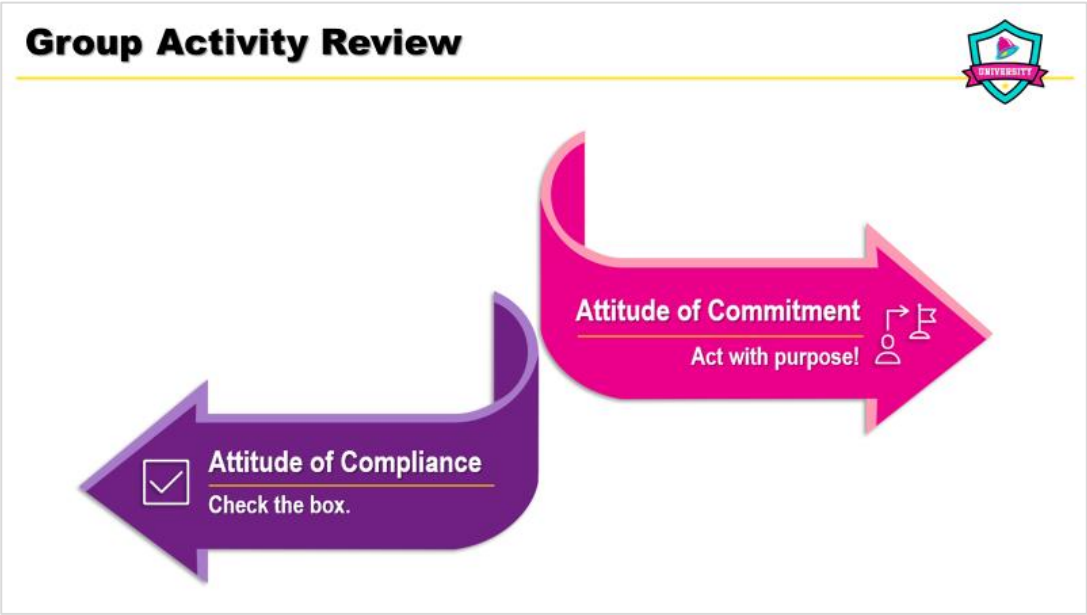
One of your Team Members closes the restaurant several times throughout the week. When he was first hired, he was very good with the details.

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?

_____
_____
_____
_____
_____
_____


Group Activity Review
Attitude of Commitment
Act with purpose!
Attitude of Compliance
Check the box.

Notes:

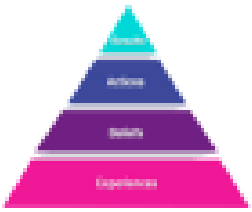
Shift Lead Commitment Actions
Here are a few ways you can show commitment…
Set Clear Expectations
Provide Regular Feedback
Create a Positive Work Environment
Here are some of the benefits to your business…
Increased Engagement
Improved Performance
Reduced Turnover
Builds Culture

Notes:

Bingo Card #1

BINGO

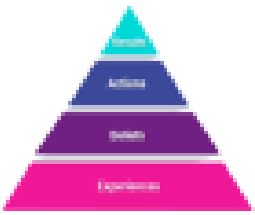
CARD #1

The Eight B's	Positive	Compliance	Zenput	One-One Feedback
	Commitment	Prepared	Helping with TM Goals	ABC Talent Levels
A-Players	Performance Reviews		Builds Culture	Increased Engagement
TAACO & SL Supreme Leadership	Reduced Turnover	Improved Performance	Specific	

Bingo Card #2

BINGO

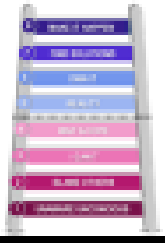
CARD #2

	Reduced Turnover	Improved Performance	Helping with TM Goals	ABC Talent Levels
A-Players	Performance Reviews	TAACO & SL Supreme Leadership	Builds Culture	
Commitment	Prepared		Specific	One-One Feedback
Increased Engagement	The Eight B's	Positive	Compliance	Zenput

Bingo Card #3

BINGO

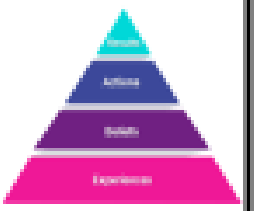
CARD #3

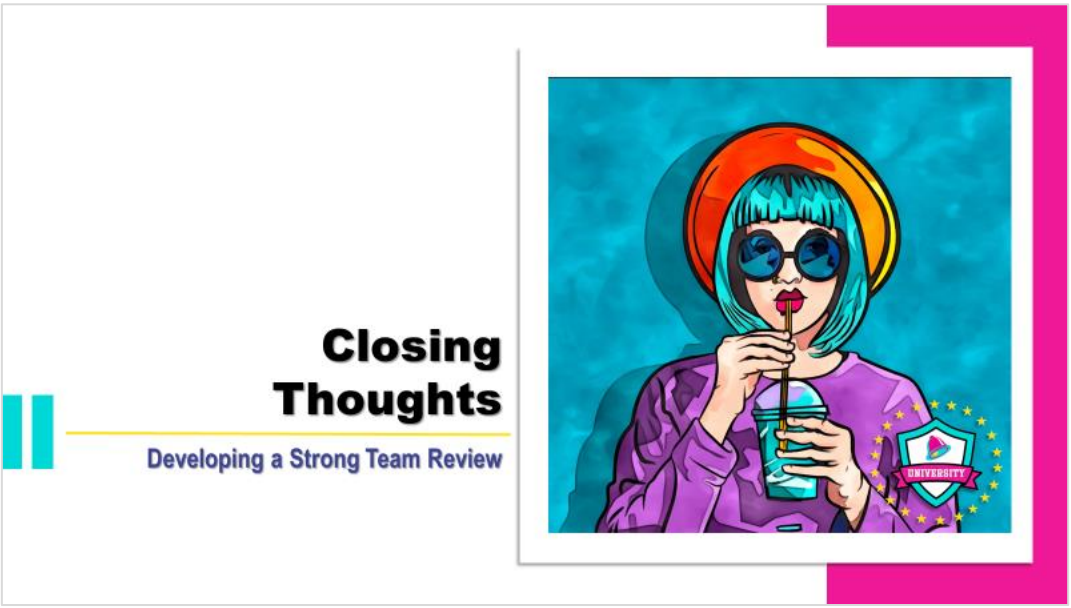
Specific	Compliance	Positive	Commitment	
The Eight B's	Prepared	One-One Feedback	Increased Engagement	Zenput
A-Players	Performance Reviews		Reduced Turnover	Improved Performance
	Helping with TM Goals	ABC Talent Levels	TAACO & SL Supreme Leadership	Builds Culture

Bingo Card #4

BINGO

CARD #4

Prepared	Commitment	Reduced Turnover	One-One Feedback	
Builds Culture		TAACO & SL Supreme Leadership	The Eight B's	Specific
Increased Engagement	Zenput	Helping with TM Goals	ABC Talent Levels	Improved Performance
A-Players	Performance Reviews	UNIVERSITY	Positive	Compliance



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