

Participant's Guide



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Restaurant Excellence 2.0 Workshop

Use this activity book to follow along with the facilitator slides, participate in activities and to capture notes during today's training.

Learning Objectives

- Define **Leadership** and explain how to demonstrate it.
- Define the Role of a Leader and skills associated.
- Review how Leaders create **Culture with Behaviors**.
- Define and explain **Influencing**.
- Define and explain **Employee Engagement**.

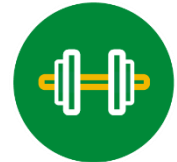


Icon Reference

Key Principle to Remember



Table Exercise or Activity



Best Practice from Around the Globe



Video



Notes and Personal Reflection



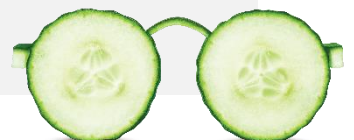
Interactive Table Survey (Kahoots)



Common Mistake



Notes

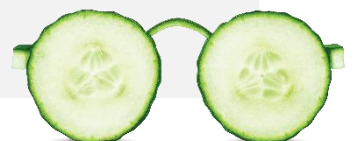




LEADERS

SUBWAY

Notes



Leader: is one who inspires and motivates

While there are people who seem to be naturally endowed with more leadership abilities than others, people can learn to become leaders by improving particular skills.

"Leadership is shifting of own vision to higher sights, the raising of man's performance to higher standards, the building of man's personality beyond its normal limitations."



NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Leader's Frustration: "My organization goals are not being met because we are not demonstrating consistent leadership."



Leading means having a **vision** and sharing it with others. Only when you get to **inspire** others, it is possible to share a common goal towards which to direct the efforts and dedication of the entire team.

Great business leadership comes from the heart. As any leadership coach will tell you, a business leader with a true passion for inspiring others to take action is able to squeeze every ounce of potential out of their employees. Passion isn't everything, though. Below are some other traits of effective business leaders and how they are used to inspire others.



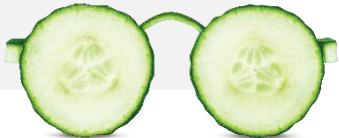
NOTES



10 Ways Leaders Inspire Others to Take Action

- 01** They communicate effectively
- 02** They earn respect, not demand it
- 03** They are relentless in the face of adversity
- 04** They have a contagious enthusiasm
- 05** They encourage their team to embrace creativity
- 06** They clearly explain the value of the task at hand
- 07** They are effective and efficient decision-makers
- 08** They value fairness and equality
- 09** They have high self-awareness
- 10** They are great at sharing their wealth of business knowledge

Notes



Card Activity



ACTIVITY



Use the green, yellow, or red card

Listen to the facilitator's question

Rate the answer

Have fun!

What is a Role vs What is a Task





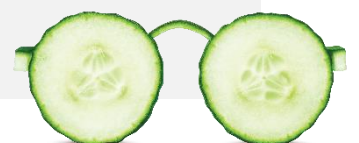
ROLE



TASK



Notes

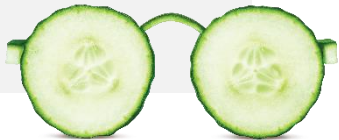




LEADERSHIP SKILLS

SUBWAY

Notes



SKILLS OF A LEADER

1. Self Esteem: Leaders take care of their people self esteem: This is an art.
2. Communication: Listen and respond with Empathy. What is empathy Vs sympathy?
3. Recognize: Achievements
4. Built Trust: Predictability
5. Feedback: Constructive of how the job is being done, via skill as communications, tell facts, etc



One person from each group should come to the front and describe their leader - DO NOT share the name of the person.

LEADERS CREATE CULTURE WITH BEHAVIORS



Leadership Behaviors are easy to understand, though perhaps requiring effort to perform consistently. Behavior change gives every leader a path forward to increasing effectiveness. Behaviors can be learned whereas characteristics, such as charisma, seem inborn and more difficult to practice.

- Inspire the Vision
- Model the Way
- Challenge the Status Quo
- Encourage the Heart
- Enabling Others to Act





Great leaders actively pursue changes required in the vision, by staunchly defend against potential threats to the values



Talk at your table about a person for being a great leader, not for the title, collaborator, humble, etc. At the end one person for the group should come to the front and describe the person. Do not share the name of the person

NOTES



Lined area for taking notes, consisting of multiple horizontal lines.

ROLE OF A LEADERSHIP

- 01** Mentor
- 02** Coach
- 03** Counselor (Role Model)
- 04** Facilitates Support



NOTES



INFLUENCE

Influence is the power to have an important effect on someone or something. If someone **influences** someone else, they are changing a person or thing in an indirect but important way. Sometimes a person who **influences** another doesn't intend to have any effect, but sometimes they are using **influence** to benefit themselves.



FIVE INFLUENCING STRATEGIES

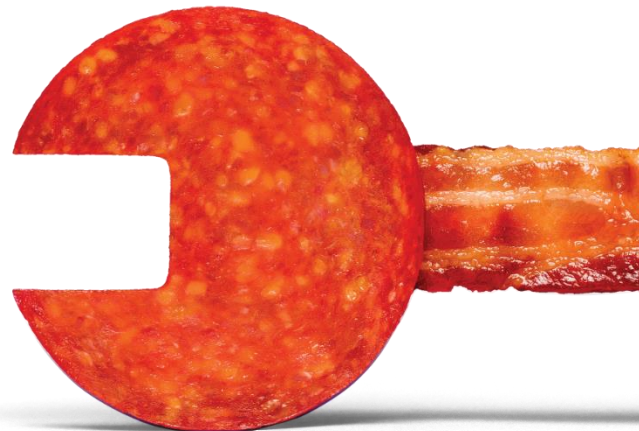
There are many types of influencing tactics mentioned in psychology and business articles, and most of them bucket into five:

- Rational Persuasion
- Apprising
- Inspirational Appeal
- Consultation:
- Be Personal.

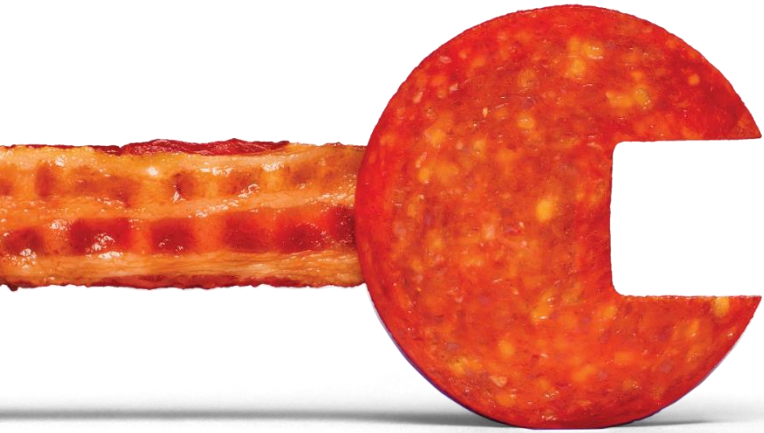


Employee engagement is more than just knowing whether someone likes their job or not. Measuring employee engagement lets you know how committed they are to the business and its success. It tells you how motivated they are and how emotionally invested they are in the work they are doing.

For an employee to be engaged, they are motivated to work hard towards a common goal that is in line with the company's vision. They will be committed to the values their organization represents. Engaged employees will have a clear view and understanding of the objectives of the work they are doing.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

A few factors to consider in this area are the company and its leadership. You can't expect your staff to become engaged if there is no clear and decisive message for them to embrace. Before you can start to measure their level of engagement ask yourself the following:



- Are your company's goals and visions clear and concise?
- Do the employees understand these goals?
- Is there a clear link between the employee's work and the company's goals?
- Can the employees see how their work ultimately contributes to the success of the business?
- Is the leadership of the organization present and able to motivate the workforce?
- Are the managers equipped with the skills needed to lead a team to success?



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When all these components are in place, you can begin to look closer at how well engaged your employees are. Taking a close look at the business and its leadership first can also help you further develop employee engagement strategies and practices.



HOW TO ENGAGE EMPLOYEES



- Get to know them.
- Provide them with the tools for success.
- Let them know how the company is doing.
- Allow them to grow.
- Support them and the authority you've granted
- Recognize your team and their hard work.
- Encourage teamwork among employees.
- Find employees that care about the customer.
- Listen to and act on employee feedback. .
- Create a workplace environment free of fear.
- Motivate, inspire and coach your employees.
- Let them show you how well they can lead.
- Encourage their personal development.



NOTES



RECOGNITION

"Leaders create culture of recognition"

RECOGNITION
CALL



5 Minutes to call a leader to recognize his hard work and leader skills.

NOTES



LEGACY FOOTPRINT

A leader leaves a footprint. A leader makes the expected behaviors happen when he/she is not present because the team understands their roles, are connected to the brand values, and feel valued/recognized. This is your footprint; your LEGACY. This goes beyond your job. Your footprint is the reason why you will be remembered by your team, franchisee, and even your guests. Your footprint is your BRAND.



My foot print



Human
Empathy
Attitude
Relationships
Trust



- 

You cannot be inspirational if you are coming from a position where you are not inspired

[illegible]