



FROM A STARTING POINT TO A DESTINATION

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RESTAURANT LEADERSHIP 101 MASTER CLASS



MISSION

The Restaurant Leadership 101 program is designed to develop Restaurant Managers and Chefs with the skills to lead with empathy, emotional intelligence, and a clear understanding of the human component of operations.

RL101 MASTER CLASS INCLUDES

- Please email us for rates - info@restaurantleadership101.com
- Live online sessions led by hospitality leaders and educators with over 50 years of combined experience
- 2-hours per week
- Tuesday Mornings: 11:00 am PT/2:00 pm ET
- North American wide access
- Zoom based online
- Lifetime access to materials, tools, and recordings
- Student handbook and manual
- Cohort-based training with networks and peer-based support
- Minimal homework - assignments are real-time and can be developed at work!

RL101 – COURSE DETAIL

Module 1 - Human Skills:

- Foundational Skill Building
- What are Hard Skills vs. Soft Skills
- Revealing your Human Side
- Vulnerability in Leadership

Module 2 - Empathy:

- The Importance of Empathy & Empathetic Leadership
- Five Levels of Listening

Module 3 - The Goals:

- Establish Equally Important Values
- Goal-Setting Theory

Module 4 - Connection:

- Engagement & Retention
- Showing a Genuine Interest in Others
- Communications

Module 5 - Change Management:

- Leading Change
- The Effects of Stress
- Interpersonal Skills

Module 6 - EQ - Emotional Intelligence:

- Emotional Intelligence - do we understand this power?
- How the brain processes emotion to cognitive function
- Self-awareness, Self-management, Motivation, Empathy, Social Skills

Module 7 - Emotional Connection:

- Understanding our Core Emotions: The Change Triangle
- Managing our Emotional States

Module 8 - The Goods, The Growth:

- Brand, Values, Core Culture
- RL101 Summary