



Building Your Awesome Team: Getting Started Training Program Overview - Live Classroom Delivery

Objective of “Building Your Awesome Team: Getting Started”

Restaurant Leaders learn the process of building an awesome team while reducing new hire turnover and increasing team morale through the use of communication, training and team member development best practices. In this module, students learn how a successful leader builds the foundation of an awesome team as they actually begin the process in real time through the use of active learning methods.

You’ll See ROI Quickly Because This Training Is Designed with Accountability Measures

Between classroom sessions, students complete action assignments by applying newly acquired knowledge and skills, resulting in immediate on-the-job results. Accountability is maintained as the action assignments are submitted for review according to a schedule. This allows both the instructor and the students’ supervisor to quickly identify which students require additional help/support. The student receives the support they deserve, while the supervisor monitors return-on-investment in real time.

Results Expectation

Using the best practices and action assignments from this course, students will experience:

- The benefits of utilizing the fundamentals of Priority (Time) Management.
- Creation of their personal support circle to assist in building the foundation of the team.
- A transformation of their personal coaching, training and communication skills.
- Team development best practices using the Situational Leadership model.
- A significant reduction of new hire turnover and improvement in team morale.
- A developing framework for their personal leadership journey in the future.

Course Structure

Three lessons are presented during 2 live classroom sessions. Each classroom session is approximately 4 hours in length and spaced two or three weeks apart. This schedule allows needed time between each classroom session to complete the action assignments and attend coaching calls. A follow up webinar wraps up the course and provides students with next steps. See page 2 for the specifics of lesson content.

Coaching Call Appointments

Included with this course is one, 15-minute private coaching call for each student and one team coaching call for the group. Private coaching calls allow the students to discuss progress on action assignments, while the team call offers the opportunity to share results of best practices.



Building Your Awesome Team: Classroom Agenda

Ongoing Support For Every Student Is Included!

- A personal 15 minute coaching call for each student, a 30 minute coaching call for the entire team and a 30 minute follow up live webinar are included with this package.

Classroom Session #1: Lesson 1 – Set Yourself Up For Success

- Priority Management: The real solution to managing your time
- How to identify support roles and select people for your Support Circle
- Considerations when Identifying your Trusted Advisor

Lesson 2: Best Practices That Reduce New Hire Turnover

- Interview and Selection best practices that ensure you're hiring the right person for the team
- 6 onboarding best practices that significantly reduce 60 day new hire turnover
- Key principles of effective communication for every leader
- Keeping communications positive in tone and crystal clear in content
- 5 best practices to communicate constructive feedback to team members
- 3 simple phrases that will calm angry people instantly
- Action Assignments and Reflection Exercise

Classroom Session #2: Lesson 3 – Training and Developing Team Members

- Debrief exercise of action assignments from classroom session #1
- Learn how to gain the ongoing commitment of team members to the team
- Become the Master Gardener of your teams training and development
- A universal training process that significantly increases team member retention rates
- How the best leaders create, maintain and nurture a positive growth environment
- Use the fundamentals of Situational Leadership to meet the ongoing development needs of each team member
- Putting it all together – a keynote review of the fundamentals from the course that will build the foundation of your awesome team
- Action Assignments and Reflection Exercise