



The Manager's Roadmap

Mid-Level Leadership – Leading Others / 10 Week Cohort

It's one thing to learn "management duties", that's easy. The hard part as a new leader is learning to engage, motivate and develop the team to serve the Guest and get results. This will require new competencies and skills. As leaders, we will either lead by intention or default. This training will help leaders intentionally apply frameworks, principles and skills to lead effectively. Mid-Level leaders should expect to immediately apply what they're learning to the Chick-fil-A context. This is meant to be practical, common sense, hands-on, servant-leader training. For the greatest benefit, mid-level leaders should first go through the Entry-Level Roadmap.

This **Manager's Roadmap** on Servant Leadership consists of:

- ✓ 10 on-line facilitated cohort discussions (1 hr Sessions)
- ✓ Handouts for each session
- ✓ Application of 10 Core Competencies to the Chick-fil-A context
- ✓ Discussion and practical application

Week 1: The SERVE Model

Servant Leadership is more than just an attitude to serve others and help them succeed. The SERVE Model gives us a comprehensive definition, and a broader understanding of the responsibilities of leadership.

Week 2: Maxwell's 5 Levels of Personal Leadership:

Formal leadership starts with being given a leadership position, but leadership isn't just a title, it's an entrustment. Learn the value of moving beyond a positional leadership mindset to real influence through relationships, results and investment in those you lead.

Week 3: Developing Others, Part 1

Some leaders micro-manage and some delegate to a fault, what's the right leadership style? The answer is that it depends, it depends on the situation. New team members go through a predictable learning curve - learn to adjust your leadership style to help them become confident and capable team members.

Week 4: Developing Others, Part 2

In part 2 we take a deeper dive – learning to assess the development level of team members, identify what they need, and apply specific leadership behaviors and skills to help them develop.

Week 5: The One-Minute Manager

In the fast-paced business world, it doesn't seem like there's time to manage people. Learn 3 powerful management tools that literally take a minute and produce huge results.

Week 6: Managing for Humble, Hungry & Smart

You are already familiar with the 3 qualities of an ideal team player, here you will learn some practical insights in helping those you manage develop these qualities in their own life and work.

Week 7: Understanding the 4 Basic Temperaments

Have you ever been on a team and wondered, "why can't we all just get along?" Learning the 4 basic temperaments will help you understand yourself and others better, leverage your own strengths and the strengths of those you lead, overcome weaknesses, and potentially avoid predictable personality conflicts.

Week 8: The Manager's Role in Team Member Engagement

If team members are miserable in their job, you can't expect high levels of engagement from them. Learn the responsibility leaders have, and the impact they can make on job satisfaction and engagement.

Week 9: The Big Deal about Communication:

Have you ever heard someone say, "I never know what's going on around here?" Great communication values people and keeps confusion in check. Learn the leader's responsibility with great communication.

Week 10: Making the Shift from Individual Contributor to Manager

Learn the necessary shifts one has to make in work values, skills and allocation of time in the transition to a management role.