



# The Director's Roadmap

## Dir-Level Leadership – Leading the Business / 12 Sessions

As Chick-fil-A restaurants continue to experience record sales growth, creating organizational health is more important than ever. If it's not healthy at the top, it won't be healthy anywhere else. Effective servant leadership creates a healthy environment, resulting in a deep leadership bench, high productivity, high morale, low turnover, and minimal confusion and politics. Directors should expect to immediately apply what they're learning in this leadership training to the Chick-fil-A context. This is meant to be practical, common sense, hands-on, servant-leader training. For the greatest benefit, Directors should first go through the Entry- and Mid-Level Roadmaps.

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

- ✓ 12, 1-hour facilitated cohort trainings over 6 months
- ✓ A leadership notebook with handouts for each session
- ✓ Application of 12 Core Competencies to the Chick-fil-A context
- ✓ Discussion and practical application

### Month 1:

**Session 1:** Building a Leadership Culture - The Organizational Health Model

**Session 2:** 5 Dysfunctions of a Team, if the leadership team isn't functioning well...nothing else will

### Month 2:

**Session 3:** Creating Clarity, is everyone headed in the same direction?

**Session 4:** The Strategic Goal, if everything is important than nothing is...

### Month 3:

**Session 5:** Reinforcing Clarity, do decisions in the business reinforce what you say is important?

**Session 6:** Hiring, are you getting who you want on your Chick-fil-A bus?

### Month 4:

**Session 7:** Onboarding, are you making a good first impression for a quality hire?

**Session 8:** Assessing Performance, Giving Feedback, Promotions and Discipline

### Month 5:

**Session 9:** Developing Leaders, there's no microwave for development...

**Session 10:** Leading Change, it's more than announcing the destination...

### Month 6:

**Session 11:** Effective Meetings that Get Results, yes there really is such a thing!

**Session 12:** Communicating Clarity, miss this step and everything else is in jeopardy...