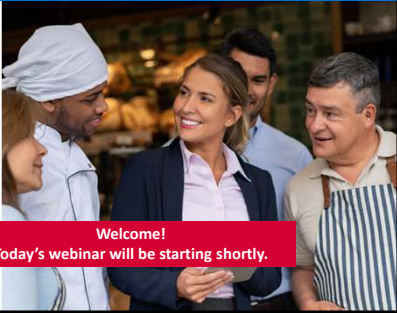


The Basics of Being a Great Boss

How to Build a Healthy, High Performance Team on Every Shift

RJ RestaurantOwner.com



Welcome!
Today's webinar will be starting shortly.

1

Why Management Matters

Management drives CULTURE!

Your culture affects EVERYTHING!

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2

What is Culture?

How would you define “culture”?

(“How your people think and act.”)

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3

In a Strong, Positive Culture

Culture of
"Engagement"

- Cooperation
- Enthusiasm
- Smiles
- Teamwork
- "What else can I do?"
- Flexibility
- Respect
- Accountability



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4

In a Weak, Negative Culture

Culture of
"Indifference"

- Drama
- Complaining
- Politics
- Mediocrity
- Criticism
- Distrust
- Excuses
- Division



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Question

In one word, how would you describe your culture today?

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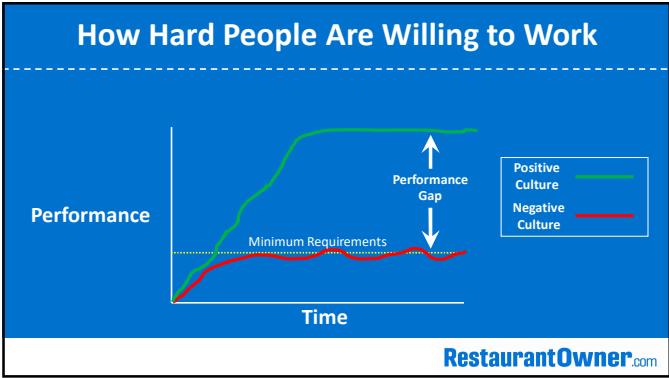
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The Power of Management



“Who’s managing today?”
Why did you ask that?

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The Power of Management



**** Key Point ****
The MOD can make it a really great or a really bad shift for everyone on the team!

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The Power of Culture



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Becoming a Better Boss!

Changes Everything!



Culture of "Indifference"

- Cooperation
- Blame the others
- "It's not my job"
- Mediocrity
- Criticism
- "What else can I do?"
- Disrespect
- Disrespect
- Whining and complaining

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The Restaurant RESULTS Pyramid

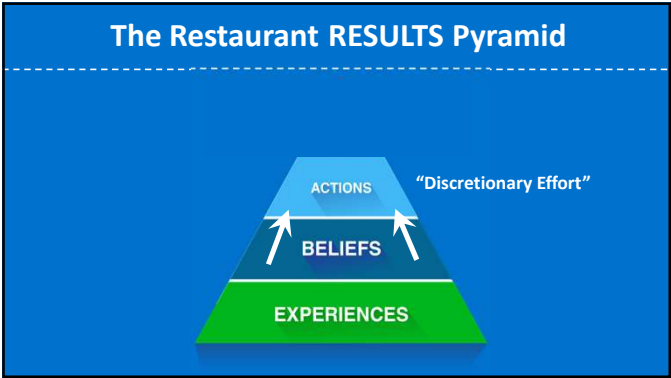


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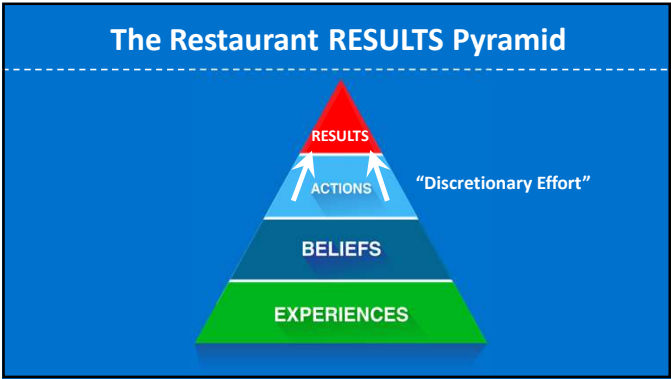
The Restaurant RESULTS Pyramid



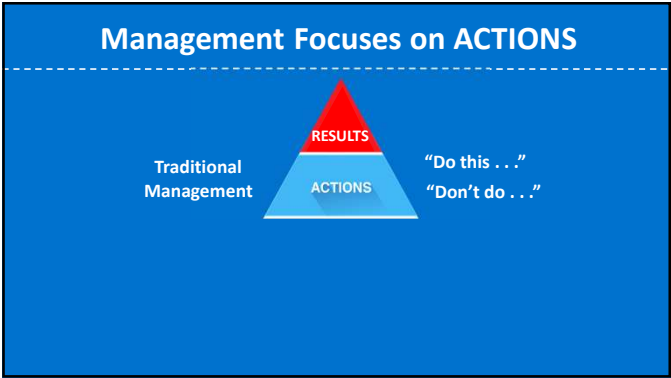
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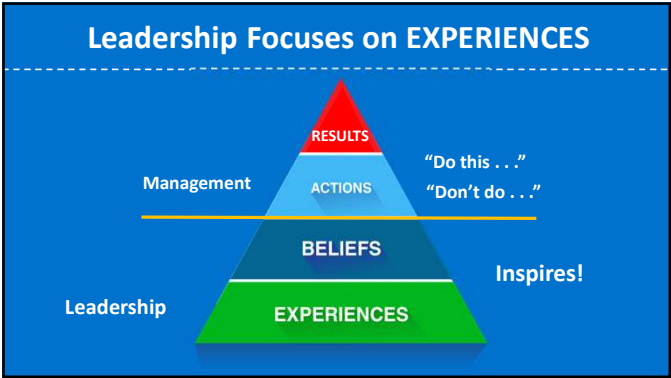
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3 Keys to Creating Better
Employee Experiences

1. Be Positive

Attitudes are contagious!
(especially when you are the boss)

Why

Why

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**"The most important characteristic
of a leader is optimism."**

Bob Iger, former CEO of Disney



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**3 Keys to Creating Better
Employee Experiences**

1. Be Positive

Why

Boosts energy levels!



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**3 Keys to Creating Better
Employee Experiences**

1. Be Positive

Why

**Keeps people focused on
SOLUTIONS!**



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3 Keys to Creating Better Employee Experiences

1. Be Positive

How

It's not what happens, it's how you choose to respond

You can see life as a series of disappointments and failures or as opportunities to grow and do better. You choose.



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GALLUP®

Study asked people to name the best and worst events in their life.

80% correlation between the 2 events

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3 Keys to Creating Better Employee Experiences

1. Be Positive

How

Always be on the lookout for what's going RIGHT

What's ONE thing that's gone RIGHT in your restaurant this week?

Think PROGRESS!

Think GRATITUDE!

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Optimism is a competitive advantage

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WALL STREET JOURNAL BESTSELLER

THE ENERGY BUS

10 RULES TO FUEL YOUR LIFE, WORK, AND TEAM WITH POSITIVE ENERGY

JON GORDON

MILLION-COPY BESTSELLING AUTHOR

How and Why Positive Leaders Transform Teams and Organizations and Change the World

THE POWER OF POSITIVE LEADERSHIP

JON GORDON

Bestselling Author of *The Energy Bus*

Recommended Resources

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3 Keys to Creating Better Employee Experiences

2. Build Relationships **Why**

Begins with communication and connection

If I know you care about ME, I trust you!

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3 Keys to Creating Better Employee Experiences

2. Build Relationships

How

Show you care!

Get to know everyone on your team!
(especially your direct reports)

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How Well Do You Know Your People?

#1 – Do you know their name?

- Do you know their career ambitions?
- Do you know at least one personal goal?
- Do you know of at least one hobby or interest outside of work?
- Are you familiar with their family and/or important relationships?

* From "The Manager's Motivation Handbook"

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How Well Do You Know Your People?

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* From "The Manager's Motivation Handbook"

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Employee Data Sheet

Create a file of each team member's likes and preferences!

(available in "Handouts" tab)



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Every single employee is someone's son or someone's daughter.

- Simon Sinek

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What Every Owner & Manager Should Know About

TRUST

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3 Keys to Creating Better Employee Experiences

Why

3. Enforce High Standards

Says to your people, what we/you do is “important”



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When You Don’t Enforce High Standards

- It robs your people of an opportunity to learn & grow
- Causes their jobs to lack meaning and purpose
- Encourages poor work habits
- Creates a mediocre employee experience – nothing special to work here



Your best people leave!

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When You Don’t Enforce High Standards

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- Encourages poor work habits
- Creates a mediocre employee experience – nothing special to work here



Why don’t managers enforce high standards?

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The 3 Roles of Management

Building Skills & SETTING EXPECTATIONS

Teacher

Coach

✓ Instruct

✓ Demonstrate

✓ Observe

✓ Guide

✓ Encourage

✓ Mentor

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The 3 Roles of Management

Building Skills & SETTING EXPECTATIONS

Hold People Accountable

Teacher

Coach

Cop

✓ Instruct

✓ Demonstrate

✓ Observe

✓ Guide

✓ Encourage

✓ Mentor

✓ Enforcer

✓ Difficult discussions

✓ Tough decisions

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A Culture of Accountability

"My waiters & managers are continually testing me and pushing the limits and it's driving me crazy!"



* From "Setting the Table" by Danny Meyer

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A Culture of Accountability

"Your staff & guests are always moving your saltshaker off center. That's their job."

"Your job is just to move the shaker back each time & let them know exactly what you stand for."



* From "Setting the Table" by Danny Meyer

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A Culture of Accountability

"Wherever your center lies, know it, name it, stick to it and believe in it."

"Everyone who works for you will know what matters to you and will respect and appreciate your unwavering values."



(people need to be reminded more often than they need to be taught)

* From "Setting the Table" by Danny Meyer

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The 3 Roles of Management

Teacher

- ✓ Instruct
- ✓ Demonstrate
- ✓ Observe

Coach

- ✓ Guide
- ✓ Encourage
- ✓ Mentor

Cop

- ✓ Enforcer
- ✓ Difficult discussions
- ✓ Tough decisions

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Enforcing High Standards

Begins with Communicating Expectations So Everyone Knows -

- What's important
- What we want to accomplish
- How we treat each other
- How we do our work
- What's acceptable & what's not
- Why everyone's job matters



Clear, Consistent, Continuous Communication

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Who Decides What Role You Play?

Teacher	Coach	Cop
✓ Instruct	✓ Guide	✓ Enforcer
✓ Demonstrate	✓ Encourage	✓ Difficult discussions
✓ Observe	✓ Mentor	✓ Tough decisions

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Who Decides What Role You Play?

Cop

✓ Enforcer
✓ Difficult discussions
✓ Tough decisions



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“If I tried to enforce high standards now, half my staff will quit.”

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“We still uphold our standards even though we are shorthanded. I would rather have a small dedicated staff than a large entitled group who you can't reprimand.”

What's the risk in NOT enforcing high standards?

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Building a Culture of Accountability



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Key Points

1. Management drives culture

2. Culture drives results

3. Be positive

4. Build relationships

5. Enforce high standards

3 Keys to Creating Better Employee Experiences

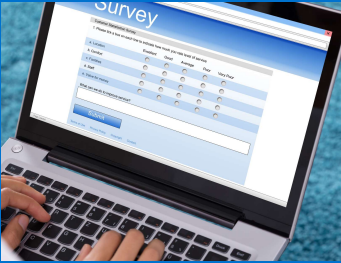
Why

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Says to your people, what we/you do is "important"

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Please Give Us Your Feedback



Just 4 very short questions!

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The Basics of Being a Great Boss

Q&A

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The Basics of Being a Great Boss

How to Build a Healthy, High-Performance Team on Every Shift



Thanks for attending!

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