

- **FRED Activities**
- **Shoulder to Shoulder w/ Coach**


SHIFT LEADER DEVELOPMENT PLAN




Week 1	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3 Hrs	Attend Shift Leader Orientation	<ul style="list-style-type: none"> • Manager Binder • Laptop or iPad 	60 mins – SL Orientation Lead & Trainee		
	Review Development Plan Log onto FRED with EID. Create ServSafe account. Review Shift Leadership Curriculum and training plan and learner journal .	<ul style="list-style-type: none"> • Laptop or iPad 	30 mins - GM & SL Coach + Trainee		
	Welcome to Shift Leadership Modules <ul style="list-style-type: none"> • Welcome to Shift Leadership (15 mins) • Stepping up to Shift Leadership (10 mins) • Creating Feel-Good Moments Shift (20 mins) 	<ul style="list-style-type: none"> • Laptop or iPad • FredatMcD.com 	45 mins – Trainee		
Day 2 Time Needed: Approx. 2.5 Hrs	Review People Retention Standards	<ul style="list-style-type: none"> • Manager Binder 	20 mins – Coach + Trainee		
	Review the manager schedule	<ul style="list-style-type: none"> • Managers' Schedule 	20 mins - GM or SL Coach + Trainee		
	Safe and Respectful Workplace Manager Modules <ul style="list-style-type: none"> • Workplace Violence Prevention (50 mins) • Safe and Respectful Workplace (30 mins) • Bullying Intervention (30 mins) • Bystander Intervention (20 min) 	<ul style="list-style-type: none"> • Laptop or iPad • FredatMcD.com (Click yellow Safe & Respectful Workplace tile, then click Manager Training on left side) 	70 mins – Trainee		
	Review the manager handbook for responsibilities in reporting complaints or handling employee issues	<ul style="list-style-type: none"> • Manager Handbook 	20 mins – Coach + Trainee		



Week 2	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 2.5 Hrs	FRED – Leading Operations Modules <ul style="list-style-type: none"> • Pre-Shift (30 mins) • Learner Journal 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	45 mins – Trainee + Coach		
	Elate – PreShift Checklist	<ul style="list-style-type: none"> • iPad • Elate 	30 min – Coach + Trainee		
	DSPT – Review & Completion	<ul style="list-style-type: none"> • Positioning Guide • Schedule 	60 min – Coach + Trainee		
Day 2 Time Needed: Approx. 2.5 Hrs	FRED – Leading Operations Modules <ul style="list-style-type: none"> • During Shift (10 Min) • Learner Journal 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	20 min – Trainee + Coach		
	Elate – Travel Paths Elate – Break Sheet Elate – Customer Recovery Log	<ul style="list-style-type: none"> • iPad • Elate 	60 min – Coach + Trainee		
	Daily Activity Report (Labor) Time Punch Adjustments	<ul style="list-style-type: none"> • iPad • E-Restaurant 	60 min – Coach + Trainee		
Day 3 Time Needed: Approx. 90 Min	FRED – Leading Operations Modules <ul style="list-style-type: none"> • Post Shift (20 Min) • Learner Journal 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	20 min – Trainee + Coach		
	Manager Communication Responsibilities & Tools	<ul style="list-style-type: none"> • Communication Log • Elate • Workplace 	60 min – Coach + Trainee		




Week 3	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 4 Hrs	FRED – Skills for Shift Leaders <ul style="list-style-type: none"> Emotional Intelligence (20 mins) Coaching for Success (20 mins) Maximizing Team Strengths (15 mins) Making effective Decisions (15 mins) Delegating (20 mins) Learner Journals 	<ul style="list-style-type: none"> iPad FredatMcD.com 	90 min – Trainee		
	FRED – Area Leadership Modules <ul style="list-style-type: none"> Leading In-Restaurant Service (60 Min) Leading In-Restaurant Service Learner Journal (15 min) 	<ul style="list-style-type: none"> iPad FredatMcD.com 	75 min – Coach + Trainee		
	On-the-Floor Training – Leading Service Area		60 min – Coach + Trainee		
Day 2 Time Needed: Approx. 3 Hrs	On-the-Floor Training – Leading Service Area		2 Hrs – Coach + Trainee		
	Area Verification – Service Area	<ul style="list-style-type: none"> iPad FredatMcD.com Area Leadership Verification Tool 	1 Hr – Coach + Trainee		
Day 3 Time Needed: Approx. 4 Hrs	Service Area Planned Maintenance and Cleanliness <ul style="list-style-type: none"> Shake Machine Blended Ice Machine McCafe Machine OJ Machine Coffee Brewers FCB Machine Cream/Sugar Dispensers 	<ul style="list-style-type: none"> Equipment Manuals PM Cards 	4 Hrs – Trainee + Coach		



Week 4	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3 Hrs	Area Leadership Modules: Production Leadership <ul style="list-style-type: none"> Production Leadership Pocket Guide 	<ul style="list-style-type: none"> iPad FredatMcD.com – Area Leadership – Production Leadership Pocket Guide 	20 mins – Coach + Trainee		
	On-the-floor Training – Production Leadership		2.5 hours – Coach + Trainee		
Day 2 Time Needed: Approx. 5 Hrs	On-the-floor Training <ul style="list-style-type: none"> Shoulder-to-Shoulder KVS Reports Food Cost, Waste & Transfers Production Leadership + Verification	<ul style="list-style-type: none"> iPad FredatMcD.com Area Leadership Verification Tool 	5 hours– Coach + Trainee		
Day 3 Approx. 5 Hrs	Production Area Planned Maintenance & Cleanliness <ul style="list-style-type: none"> Grills Fryers UHCs Freezers/Coolers 	<ul style="list-style-type: none"> Equipment Manuals PM Cards 	5 hours – Coach + Trainee		

Week 5	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3.5 Hrs	Area Leadership Modules: Leading Drive Thru <ul style="list-style-type: none"> Leading Drive Thru Module Learner Journal Drive Thru Leadership Pocket Guide 	<ul style="list-style-type: none"> iPad FredatMcD.com – Area Leadership – Drive Thru Leadership 	70 mins – Coach + Trainee		
	On-the-floor Training – Drive Thru Leadership	<ul style="list-style-type: none"> iPad FredatMcD.com Area Leadership Verification Tool 	2 hours – Coach + Trainee		
Day 2 Time Needed: 5 Hrs	On-the-floor Training – Drive Thru Leadership <ul style="list-style-type: none"> DT Reports Shoulder-to-Shoulder Verification 		3 hours– Coach + Trainee		
Day 3 Time Needed: Approx. 2 Hrs	Drive Thru Area + Back of House Planned Maintenance/Cleanliness <ul style="list-style-type: none"> ABS Multiplex Coke Tanks Water/Gas Shut Offs CO2 Walk-in/Freezer Electric Panels/Breakers Dishwasher 	<ul style="list-style-type: none"> Equipment Manuals PM Cards 	3 hours – Coach + Trainee		

Week 6	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 4 Hrs	FRED Modules – Leading Safe and Secure Shifts <ul style="list-style-type: none"> Digital Food Safety for Shifts (15 Min) Safety and Security for Shifts (15 Min) Learner Journals (30 Min) 	<ul style="list-style-type: none"> iPad FredatMcD.com 	60 mins – Coach + Trainee		
	Safety and Security Training – Shoulder-to-Shoulder <ul style="list-style-type: none"> Counting Cash/Deposits Staggered open/close Security procedures Security Pendants Keys Incident Reporting 	<ul style="list-style-type: none"> QSR Cash & Inventory Mueller Manager Portal 	3 hours – Coach + Trainee		
Day 2 Time Needed: 5 Hrs	On-the-floor Training – Food Safety <ul style="list-style-type: none"> Daily Food Safety verification Ecosure Walk-through 	<ul style="list-style-type: none"> Food Safety Tablet Pyrometer iPad Elate 	2.5 hours– Coach + Trainee		
	Complete 33% of ServSafe Training	<ul style="list-style-type: none"> ServSafe Website 	2.5 Hrs – Trainee		
Day 3 Time Needed: Approx. 4 Hrs	Complete 66% of ServSafe Training	<ul style="list-style-type: none"> ServSafe Website 	2.5 Hrs – Trainee		
	Complete full mock Food Safety visit – must achieve 80%+ to pass		90 Min – Trainee + Coach or FS Lead		



Week 7	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3.5 Hrs	Complete remaining ServSafe Training	• ServSafe Website	2.5 Hrs – Trainee		
	ServSafe Practice Review	• Coach’s Guide	1 Hr – Coach + Trainee		
Day 2 Time Needed: 3.5 Hrs	OTP 1 Training	• OTP Portal – otp.mcd.com	60 Min – Trainee		
	Technology Training <ul style="list-style-type: none"> • Registers • Cashless • Calling ATOS • Headsets • Printers • Product Outages • Mobile Refunds • Delivery 		2.5 Hrs – Trainee		
Day 3 Time Needed: 8 Hrs	Leading Great Shifts Session	• FredAtMcD.com	8 Hours – Coach + Trainee		
Day 4: Time Needed: 8 Hrs	Shift Leader Verification – Must pass with 80%+	• FredAtMcD.com	8 Hours – Coach + Trainee		
Week 8	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Days 1-4 Time Needed: Approx. 32 Hrs	Attend Leadership Transitions Class		32 Hrs – Trainee		

Week 9	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 1 Hr	Create PCAP	<ul style="list-style-type: none"> • PCAP Sheet 	1 Hr – Coach + Trainee		
Week 11	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 90 Min	<ul style="list-style-type: none"> • Attend PCAP Session 	<ul style="list-style-type: none"> • PCAP Sheet • Computer/iPad 	1 Hr – Coach + Trainee + PCAP Coach		
	<ul style="list-style-type: none"> • Submit completed PCAP to taylor@muellermcd.com 	<ul style="list-style-type: none"> • PCAP Sheet • Computer/iPad 	30 Min – Coach + Trainee		
Week 12	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 2 Hr	FRED Modules – Advancing Your Leadership <ul style="list-style-type: none"> • My Leadership Journey • My Mindset Shift 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	2 Hr – Coach + Trainee		
Day 2 Time Needed: 3 Hrs	FRED Modules – Advancing Your Leadership: Being People Led <ul style="list-style-type: none"> • Leading with Emotional Intelligence • Coaching in the Moment • Motivating My Team • Having Difficult Conversations – Bold Conversations + Counseling Conversations 	<ul style="list-style-type: none"> • iPad • Fredat McD.com 	2 Hr – Trainee		
	Complete Learner Journals + Activities	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	1 Hr – Coach + Trainee		
Week 13	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3 Hr	FRED Modules – Advancing Your Leadership: Being Guest Led <ul style="list-style-type: none"> • Leading with a Hospitality Mindset • Leading in a Digital Environment 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	2 Hr – Trainee		
	Complete Learner Journals + Activities <ul style="list-style-type: none"> • VOICE Score/SMG App 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	1 Hr – Coach + Trainee		



Day 2 Time Needed: Approx. 2.5 Hr	CODE Training <ul style="list-style-type: none"> • Mobile Order & Pay • My McDonald's Rewards • Digital Menu Boards 	<ul style="list-style-type: none"> • OTP Portal 	2.5 Hr – Trainee		
Day 3 Time Needed: Approx. 1.5 Hr	CODE Training <ul style="list-style-type: none"> • Kiosks • McDelivery 	<ul style="list-style-type: none"> • OTP Portal 	1.5 Hr – Trainee		
Week 14	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 3 Hr	FRED Modules – Advancing Your Leadership: Leading Safe and Secure Shifts <ul style="list-style-type: none"> • Creating a Safe and Respectful Workplace 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	2 Hr – Trainee		
	Complete Learner Journals + Activities	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	1 Hr – Coach + Trainee		
Day 2 Time Needed: Approx. 4 Hr	FRED Modules – Advancing Your Leadership: Running Great Restaurants <ul style="list-style-type: none"> • Operations PACE Visits • The Systems • Continuous Improvement • Leading the Overnight 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	2 Hr – Trainee		
	Complete Learner Journals + Activities Conduct Practice CFV	<ul style="list-style-type: none"> • iPad • Fredatmcd.com • PACE Portal 	2 Hr – Trainee + Coach		
Day 3 Time Needed: Approx. 2 Hr	FRED Modules – Advancing Your Leadership: Driving Business Growth <ul style="list-style-type: none"> • Leading with a Diagnostic Mindset • Gap Analysis • Decision Making: Root Cause 	<ul style="list-style-type: none"> • iPad • FredatMcD.com 	2 Hr - Trainee		



Week 15	Action Item(s):	Materials/Resources Needed:	Who/How Long:	Date to be completed:	Initials:
Day 1 Time Needed: Approx. 4.5 Hr	FRED Modules – Advancing Your Leadership: Driving Business Growth <ul style="list-style-type: none"> Leading Profitable Shifts 	<ul style="list-style-type: none"> iPad FredatMcD.com 	2 Hr – Trainee		
	Complete Learner Journals + P&L Activity Prepare for Leading Great Shifts – Diagnostic Mindset Session	<ul style="list-style-type: none"> iPad FredatMcD.com P&L Statement 	2.5 Hr – Coach + Trainee		
Day 2 Time Needed: Approx. 8 Hr	FRED Modules – Advancing Your Leadership: Leading Great Restaurants – Diagnostic Mindset	<ul style="list-style-type: none"> iPad FredatMcD.com 	8 Hr – Coach + Trainee		
Day 3 Time Needed: Approx. 15 Min	FRED – Register for Advancing Your Leadership Class	<ul style="list-style-type: none"> iPad FredatMcD.com 	15 Min – Trainee		