



Key Success Factors

for Department Leaders

Builds Teamwork

Develops team goals and makes sure all members know how to contribute.

Works to get all team members involved and actively part of the team.

Recognizes team accomplishments and celebrates successes.

Follows and encourages others to work within the right chain of command to make communications clear and effective.

Communicates Effectively & Honestly

Uses direct questions to identify the root cause of issues.

Deals with difficult or sensitive issues at work by finding effective way to talk with others about them.

Pulls together information from different sources to communicate concisely to his/her boss and other managers.

Asks for and accepts personal feedback from others.

Develops Others

Spends one-on-one time with team to get to know capabilities and coach toward success.

Identifies promotable crew and managers and encourages their development.

Understands that people are motivated and learn in different ways and adjusts development approach to fit individual needs.

Actively seeks out opportunities to coach others on their developmental goals.

Influences Others

Builds confidence in others and shares enthusiasm for getting results.

Offers well-reasoned, logical explanations for his/her viewpoint to help bring others on board.

Does not rely on their title to get support; leads by example.

Shows and understanding of the needs and concerns of others before trying to persuade them.

Organizes the Work

Holds themselves others accountable for meeting standards and achieving their goals.

Quickly refocuses on primary priorities after distractions from important "secondary" tasks

Shows a high level of personal accountability for one's own work by making time for it, meeting high standards, and looking for ways to continuously improve.

Uses restaurant metrics and other data to monitor progress on key objectives.

Plans for the Future

Reviews and uses information about the performance of department to identify improvement opportunities.

Can talk about how their department's performance contributes to the overall restaurant's results.

Uses basic steps to create action plans to improve the department's performance by identifying the problem, generates ideas, lays out tactics for making plan happen, puts the plan into place and tracks progress.

Plans for and follows-up on the implementation of important changes to the department.

McDonald's Managers use specific leadership behaviors to lead their teams, serve their customers, and get great restaurant results.

To the right are the key leadership behaviors critical to being a great Department Manager. These aren't all the things Department Managers need to do to lead, but are some of the behaviors that are most important at McDonald's.

By demonstrating these behaviors, Department Managers can set the right example and improve restaurant results.