

LEADERSHIP BEHAVIORS, SHIFT LEADER

OVERVIEW

Completing assigned responsibilities for shifts is critical to being a great leader, as well as using the right leadership behaviors to get results.

Shift Leaders use specific leadership behaviors to lead their teams, serve their guests and get great restaurant results.

To the right are the leadership behaviors critical to being a great Shift Leader. These are not all the behaviors Shift Leaders will need to use but are some of the behaviors most important to McDonald's.

By demonstrating these behaviors, the Shift Leader will set the right example and improve results.

BEHAVIORS

BUILDS TEAMWORK

- Participates actively and willingly as a team member, volunteers to help others when it's important to the restaurant's performance
- Addresses conflict in a timely manner; does not avoid dealing with situations that might impact crew or customers during the shift
- Finds ways to work well with others, even when there are differences in approaches or viewpoints
- Discourages "we vs. they" thinking in the restaurant by providing coaching and team encouragement

COMMUNICATES EFFECTIVELY & HONESTLY

- Uses a positive, high-energy tone when leading others
- Speaks calmly and professionally with guests, employees and vendors, even in situations where there is conflict or disagreement
- Communicates "with" others, not down to them; shows empathy and understanding
- Listens carefully to others' opinions and ideas during discussions; asks questions to clarify others' points of view
- Keeps the personal or private issues of others' confidential
- Accepts feedback professionally and non-defensively
- Keeps the team updated on targets and results

DEVELOPS CREW & MANAGERS

- Works to make sure training and development happen during the shift, even when things get hectic

- Proactively coaches crew and other managers when they want or need to learn something new
- Acknowledges others' effort and accomplishments daily
- Delegates daily tasks and demonstrates trust in others ability to perform them

INFLUENCES BY EXAMPLE

- Influences by being credible; shows consistency in words and actions by following through on what he/she said
- Keeps performance consistent, even when the restaurant environment is challenging
- Influences others to do things the right way by personally standing behind them; not by blaming other people or reasons for why things need to be done
- Communicates expectations to others' by explaining the "why" not just the "what"

ORGANIZES THE WORK

- Prepares and organizes for work (pre-shift, DSPT)
- Uses work routines consistently to keep self and others on track (travel paths)
- Proactively addresses barriers the shift to minimize disruptions
- Sets and reinforces minimum standards of performance for self and others
- Creates a sense of urgency for achieving goals
- Conveys clear expectations for assignments and follows-up to make sure there is understanding
- Asks questions of his/her boss to clarify priorities when there are competing demands

PLANS BEYOND THE SHIFT

- Shows an ability to think "beyond" the shift by reviewing past shift information to plan for the current shift
- Records important information about the shift to help with planning futures shifts

PUTS THE GUEST FIRST

- Responds to all guests respectfully and professionally
- Makes themselves visible and accessible to them promptly and resolving issues
- Is observant of guests in the restaurant so that he/she can improve a guest's level of service or prevent a guest from becoming dissatisfied
- Takes actions that clearly show a commitment to total guest satisfaction
- Coaches others to provide high level of customer service
- Follows up with guests to ensure issues are resolved

SUPPORTS CHANGE

- Shows a positive attitude about change when asked to do something new or when explaining new things to others
- Quickly picks up on and adapts to different or new ways of doing things
- Explains to others why changes are important