



Chapter Eight: Planning for the Future

What's It All About?

This chapter will give participants the opportunity reflect on what they have learned throughout this course and their shift management training. They will take time to plan goals and for talking to their manager about their goals.

What Should Learners Get Out Of It?

At the end of this chapter, participants will be:

- Setting goals for the future.
- Recognizing how the skills being learned and practiced as a leader at the restaurant can help achieve their goals.
- Prepared to go back to the restaurant and make a positive impact.

Why Spend Time Here?

Without a plan to take back to the restaurant, the great progress made in the classroom can fall short. This isn't a focus on how to write goals or making them 'SMART,' but more just an opportunity to take a step back after two long days and find what really matters and what will actually make a difference when they get back to work.

What Things Do You Need?

- ☐ Chapter 8 – Planning for the Future Presentation
- ☐ Sticky Notes
- ☐ Flip Charts Per Table (FC: Chapter Reviews)
- ☐ Career Conversation One Pager (One per student)

What Can You Do To Prepare?

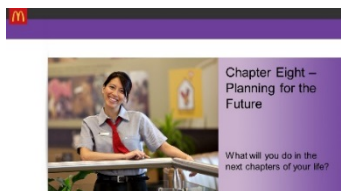
- ☐ Review Materials

What's Going to Happen and When?

Topic	Time
Introduction	1 min
Course Recap	10 mins
I am McDonald's Revisit	4 mins
Setting Goals	13 mins
ACTIVITY: Conversation with Your Manager	15 mins
Motivation Video	5 mins
Webisode	4 min
Your Next Chapter	1 min
Total Time	50 mins



Time: 1 minute

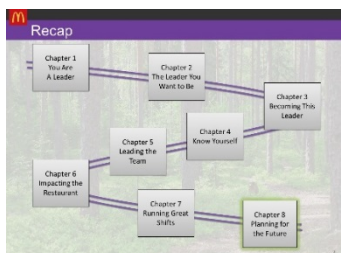


OVERVIEW

SAY: While your time in this training is coming to a close, your growing and developing will never stop. Let's take a look at the path we've journeyed along to get to this point.

[CLICK] to advance slide.

Time: 10 minutes



RECAP

SAY: I'd like you to take a few minutes and summarize the key learning points from the chapter you're assigned and pick out ONE thing that you will take back to your restaurant, which you all must agree on. We'll skip Chapter 7 since we just finished that one, so we'll count off by sixes until we end up with 6 groups. Record your summaries on page 24 of your Learning Journal. Feel free to write in Chapter 7 on your own. (Depending on the size of the room, you may decide to use Chapter 7.)

DO: Count off by 6 to make groups and assign each group a chapter at a flip chart. Set timer for 5 minutes, give update at 1 minute. Once time is up, go chapter by chapter and have each table provide their summary and their ONE takeaway.

SAY: Thank you so much! That sure is a lot to take in over two days. As we discussed, it might not be easy to continue this flow when you get back into your restaurant. So we're going to help you with that. Let's start by revisiting the "I am McDonald's" video we watched all the way back in Chapter 1... it wasn't quite over.

[CLICK] to advance slide.

Time: 4 minutes



I AM MCDONALD'S REVISIT

DO: Play video on screen.

SAY: It is up to you, you must take steps to do the things you have learned here and to continue to develop yourself. One of the things you will want to think about doing when you get back is to ask for a meeting with your manager. Don't wait for them to ask what you learned, get some time with them to talk. Tell them about what you learned in this class and some of the goals you have for developing yourself as a leader further with at your McDonald's restaurant in your career. Ask them about the additional resources available to you for development. Involve them in your development and they will be more likely to listen and encourage you when you take risks and do things differently. It will not be easy, but you can do it!

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Time: 13 minutes

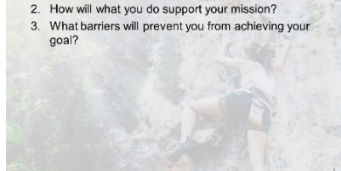
SETTING GOALS

SAY: We heard two things in that video: Set your goals and make a plan to follow through. So, we're going to spend some time now trying to do the first part. Goals can be tricky: too lofty or broad and you feel like you never make any progress; too quick and easy and you aren't really challenging yourself; too complicated and you might run into too many barriers. The good news is that you've spent the last two days reflecting and documenting a whole bunch of ideas that you'll be taking with you, leaving behind, and all the new things you'll acquire.



Setting Goals

1. What do you want to do when you get back to your restaurant?
2. How will what you do support your mission?
3. What barriers will prevent you from achieving your goal?



So take the next 10 minutes to answer these three questions on page 24 of your Learning Journal:

1. What do you want to do when you get back to your restaurant?
2. How will what you do support your mission?
3. What barriers will prevent you from achieving your goal?

DO: Give participants 10 minutes to write their answers. Regroup and ask if anyone would like to share a few examples from questions 1, 2, and 3.

SAY: Taking what you have learned here back to the restaurants and implementing it, growing as a leader, and developing a successful career at your restaurant or wherever you go in life is up to you! But how do you get started?

Time: 15 minutes

Conversation With Your Manager

- What you learned here
- How you will achieve your goals
- 3 minutes to write script
- 3 minutes each to practice



CONVERSATION WITH YOUR MANAGER

EXPLAIN

SAY: We know there needs to be buy-in from management to be successful with all that you've learned in this class. Because your manager was not here with you, it's imperative to share with them what you've learned and how you plan on growing as a leader. We're going to get you started on that path with our final activity. [CLICK]

First, you'll turn to page 25 in your Learning Journal and take three minutes to write out the conversation you'd like have with your manager based on the goals you've just identified, REMEMBERING the behavior style of that manager. Then you're going to pair-up and take turns having a mock conversation. You'll have 3 minutes per person to play out the conversation, with your partners responding as if they were your manager. When you're all done we'll come back as a group and see how it went.

CONDUCT

DO: Set timer for 3 minutes. When time is up, make sure everyone finds a partner. Groups of 3 are allowed if there is an odd number.

DEBRIEF

ASK: What will be the biggest challenge when you have this conversation?


DO: Take answers and facilitate a discussion around possibly having to coach their managers on the ideas and topics they learned. Over time, more managers will have been exposed to these ideas.

SAY: There's space on page 25 of your Learning Journal to record your answer.

SAY: You might get back to work and the day to day grind and could lose sight of your goals, so you need to stay inspired. [CLICK] to play video.

Time: 4 minutes

Accomplish Your Goals



MOTIVATION VIDEO

Video Script: The next phase of your journey begins right now, and there is only one author. You have to realize that you have the power to write anything you want. Anything. But it doesn't come easy. The first step is to write it down. Write it. Think it. See it. Visualize it. Learn it. Own it. Commit to it.

Every second of every minute of every hour of every day of every week of every month of every year that we are alive is defined by a single, simple word. Priorities. Every second is a choice, and every choice is a declaration of this meaning more than that and him meaning

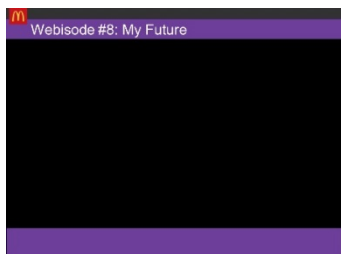


more than her. If you can consistently and continuously make decisions that support your goals, you cannot fail. Celebrate your progress. Ask for help. Maintain composure. Stay positive. Be relentless.

At the end of the day, there is only one person you have to answer to, and that's the person staring back at you in the mirror. If you can be there for that person, commit to that person, learn and challenge and love that person, then your goals will fall in place. Wake up with a purpose. Work with pride. Live with passion. And your story will be epic.

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Time: 2 minutes



WEBISODE #8: MY FUTURE

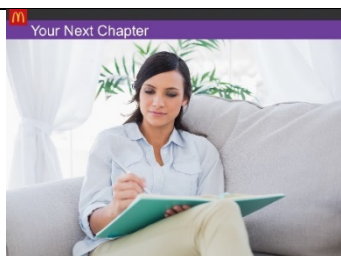
SAY: Well I'm sure you're all motivated, so let's check-in one last time with the last episode from Billie and see how she's feeling.

Script:

There's so much that I want to do, I can't wait to get back to work. I did not expect this. I didn't expect to be inspired by a training session. I didn't even know if I wanted to be a shift leader. It happened so fast I just kinda went with it, and now, man, I'm feeling so in control. I know it's not going to be easy, but whatever, I'm not scared anymore.

I know more about myself than I ever had before. I know more about the restaurant than I ever had before. I know what it takes to be the kind of a leader I imagined myself being. And I know how crazy it's going to be. But more than anything, I know that this experience will help me wherever I go next, and that's something I never saw coming. So, it's been great getting to tell you all my story, but it's time for me to get back to work! Wait a minute! That's old thinking. I've learned too much for that to be my perspective. What I should have said is it's time for me to get back to me and today and every day after is a step toward achieving my goals.

[CLICK] to advance slide.



YOUR NEXT CHAPTER

SAY: The last few pages of your book should now contain a long list of things you'll take with you, things you'll leave behind, and new things that you have or you will acquire. This is something you can use and refer back to for years to come, and a method you can apply to any transition in life.

Good luck!