



NRO Trainer Leader Guide

9.26.2020

▶ Woodmore

Nan-do's and Nan-don'ts

| Do | Don't |
|--|---|
| <ul style="list-style-type: none">• Act as if guests are in the building at all times.• Show up in a good mood only 😊• Wear clean and proper uniforms – including jewelry!• Keep your cell phones out of sight unless its for an emergency only or you are active on The Hot Spot | <ul style="list-style-type: none">• Swear words or vulgar language• Teach shortcuts or bad behaviors• Bad mouth trainees, trainers or managers• No harassment of any kind will be tolerated• Be tardy• Be hungover• Smoke or chew gum• Wear anything over your uniform - such as jackets, sweatshirts etc. |



Roles and Responsibilities

- ▶ Help trainees become successful
- ▶ Responsible for the education and development of skill
- ▶ Lead by example
- ▶ Set expectations
- ▶ Culture cheerleaders
- ▶ Report to Team Training
- ▶ Coached and managed by Team Training
- ▶ Supported by Team Training and Woodmore Management Team

Stay In Your Swim Lane!

What does this mean?

Simply put, trainers train and managers manage.

| Trainers | Managers |
|--|--|
| <ul style="list-style-type: none">• Train• Skills• Knowledge• Routines• Habits | <ul style="list-style-type: none">• Manage• Performance• Attendance• Punctuality• Uniforms• Behavior• Attitude |

Notes

Iceberg Analogy

**You only see the tip!
“Observable Behavior”**

What’s Beneath what you see?

- **Attitude; A way of thinking or behaving.**
- **Aptitude; innate abilities that one is naturally good at.**
- **Skills; developed with experience and training.**
- **Knowledge; theoretical understanding of a subject, its principles and facts.**

What can you change? What can’t you change?

Let’s discuss!

Notes

Training vs. NRO Training

Training

NRO Training

Multiple Trainers
Training Tools
3 C's
Coaching Model
6 Steps of Feedback
Learning Styles
Progress Reports

- Flexible Schedule; Trainer Daily Outline
- Practicals 3 Days
- One trainee at a time

- Time allocations per/task; Station Day to Days
- Practicals Day 5 only
- Group Training
- Trainee may join mid-week
- Training Transfers
- Providing feedback in group setting
- Multiple paces of learning
- Building Teamwork
- Presenter

▼ The Presenter in YOU!

Speech

- > Take a deep breath before speaking to the group. Hold your breath for a second or two, let it out and begin.
- > Slow down your speech and body movements when presenting material. Talk slower than you normally would...
- > Avoid using discourse markers or filler words.
- > Change your voice and tone.
- > Use names as much as possible.
- > Speak loud and clear – especially since we are wearing masks!
- > It's not what you say, it's how you say it!

Notes

The Presenter in YOU!

Expressions and Gestures

- > **Smile with your eyes and be in the moment.**
- > **Make eye contact! This shows interest in your trainees.**
- > **Nod your head to encourage and reinforce.**
- > **Use body language to make an impact – but avoid the dance party!**
- > **Avoid cracking knuckles, clicking pens, playing with your hair or touching your mask.**
- > **Never lean.**
- > **Try the Superman Pose!**

Notes

▼ The Presenter in YOU!

Preparation

- > Trust yourself. You know Nando's!
- > Recovery is key.
- > Nervous energy is normal. Release this tension. Eat. Sleep. Definitely breathe. Consider exercising, unused energy comes out as anxiety.
- > Rehearse and practice, practice, practice until you feel comfortable.
- > Get to know your trainees!
- > Know your environment.

Notes



Dealing with difficult People – yes they exist!

- ▶ **Discussion Dominators;** they do all the talking. Wait for a pause. Thank them. You can say something like, “I appreciate your comments and ideas.” Make direct contact with other participants and ask, “I’d like to hear other ideas or thoughts.”
- ▶ **The Non-Responder;** they just stare at you. Take a break to run around the building and reenergize. If it’s a particular person, ask them an easy question such as, “what menu item do you like best so far?”
- ▶ **The Tangent Maker;** they spiral out of control. Wait for a pause. “Let’s get back on track.” “Love your passion! Let’s finish this discussion after class.”

Quick Tips that Work!

- > Arrive early. Set yourself up for success. Stay organized.
- > Be supportive. Debates are held in private. Never interrupt or contradict another trainer.
- > Observe behavior. There will be a wide range of experience in your sessions. If they need more time on training, make the call!
- > Be honest. If you don't know the answer, don't bluff. Teach how to find the answers.
- > Questions – If someone has a question, announce it to the group and answer it. If one person has the question, likely others do as well.
- > Verbally summarize. You clarify your own understanding and encourage the learner to hear what is he or she has stated.
- > Foster discussion. Discussion extends learning and introduces other perspectives.
- > Listen reflectively. Active listening skills include: encouraging, paraphrasing, clarifying, reflecting, summarizing and validating.
- > Provide candid and compassionate feedback.
- > Take notes if something comes up you would like to discuss at a later time with managers/trainers.
- > If they seem murky – THEY ARE! Have them stand up, stretch, jog around the building or surprise “Simon Says.”

Notes

Good Luck and most importantly...

Have Fun!!!

