

TRAIN THE TRAINER

Fuzzy's Taco Shop 2020





CONGRATS

ON JOINING THE

FUZZY'S CREW!



HERE, **EVERY BITE OF EVERY ORDER** IS MADE BY PEOPLE WHO'VE BOUGHT ALL THE



WAY IN TO **THE FUZZY'S PHILOSOPHY,**



AND OUR GUESTS CAN TASTE – **EVEN FEEL** - WHY **WE'RE SO LEGIT.** BECAUSE AS IT

TURNS OUT, WHEN YOU PAIR THE **MOST** ★ **PASSIONATE** ★ **PEOPLE** IN THE

BIZ WITH **THE ONLY TACOS WORTH TALKING ABOUT,** YOU DON'T JUST FILL SEATS, YOU

FILL A NEED. AND THIS IS **WHERE WE'LL SHOW YOU HOW.**

THAT'S FUZZY'S U

IN A TACO SHELL.

IT'S WHERE WE DISH OUT THE KNOW-HOW

ON ALL THINGS **GOOD FOOD AND GOOD VIBES.** BECAUSE, AT THE END OF THE DAY,



THAT'S WHAT MAKES

FUZZY'S SPECIAL: YOU!



WILL * TRAIN



* TACOS *



RULES OF ENGAGEMENT

Cell Phones: Turn them on silent and keep them in your pockets.

- ★ In case of an emergency, remove yourself from the group before accepting any calls

Questions: The more you ask the better!

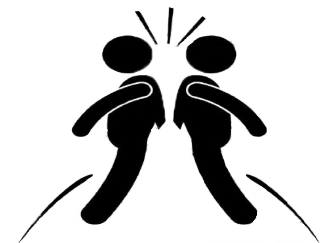
- ★ We have a lot of material to cover and ask you reserve your questions until prompted.
- ★ OR – you can write them down as we go and ask at the Q&A session at the end

Breaks: Built into the workshop

- ★ ...BUT if it's an emergency, please feel free to take one when needed

FUN: Enough Said!

- ★ Smile and relax. We're here to learn and there's not even an exam!



AGENDA

* **Why are we here today?**

* **Training vs. Learning**

* **The Process of Training;**

The Learner, The Trainer, The Coaching Model and Effective

* **Benefits of Great Training**



FUZZY'S TACO SHOP PROMISE:

WE PROMISE TO FOCUS OUR FULL ATTENTION



ON PROMPTLY AND EFFICIENTLY

PROVIDING YOU, ***OUR GUESTS**,* WITH GENEROUS

HELPINGS OF **UNIQUELY FLAVORFUL FOODS** AT A FAIR

PRICE, IN A **FUN** ATMOSPHERE

FUZZY'S MISSION STATEMENT:

KEEP THE PROMISE, EVERYDAY.



CAREER PATH



ACTIVITY



ACTIVITY NOTES

- * What is the most surprising observation of this activity?
- * What valuable lessons did you learn from this activity?



TRAINING VS. LEARNING



WHAT IS LEARNING?

The process of gaining **KNOWLEDGE** and **EXPERTISE**.

A **RESULT** of experience.

The **INTERNALIZATION** of what is trained.

Relatively permanent **CHANGE** in a person's knowledge or behavior due to experience.

ACQUIRING knowledge and skills and having them readily available from memory so you can make sense of future problems and opportunities.

The **TRANSFORMATIVE PROCESS** of taking in information that – when internalized and mixed with what we have experienced – changes what we know and builds on what we do.

Adding **NEW INFORMATION** to your memory.

Learning is about the person receiving the information.



WHAT IS TRAINING?

The specific goal of improving one's **CAPABILITY, COMPETENCY, PRODUCTIVITY** and **PERFORMANCE**.

Something we do **TO** people.

The **ACTION** of teaching a person a particular skill or type of behavior.

Distribution of information through activity and exercises with intent to **CHANGE BEHAVIOR**.

TEACHING or **DEVELOPING** in others any skills and knowledge that relates to specific useful competencies.

EDUCATIONAL ACTIVITIES within a company created to enhance the **KNOWLEDGE** and **SKILLS** of employees, while providing information and instruction on how to better perform specific tasks.

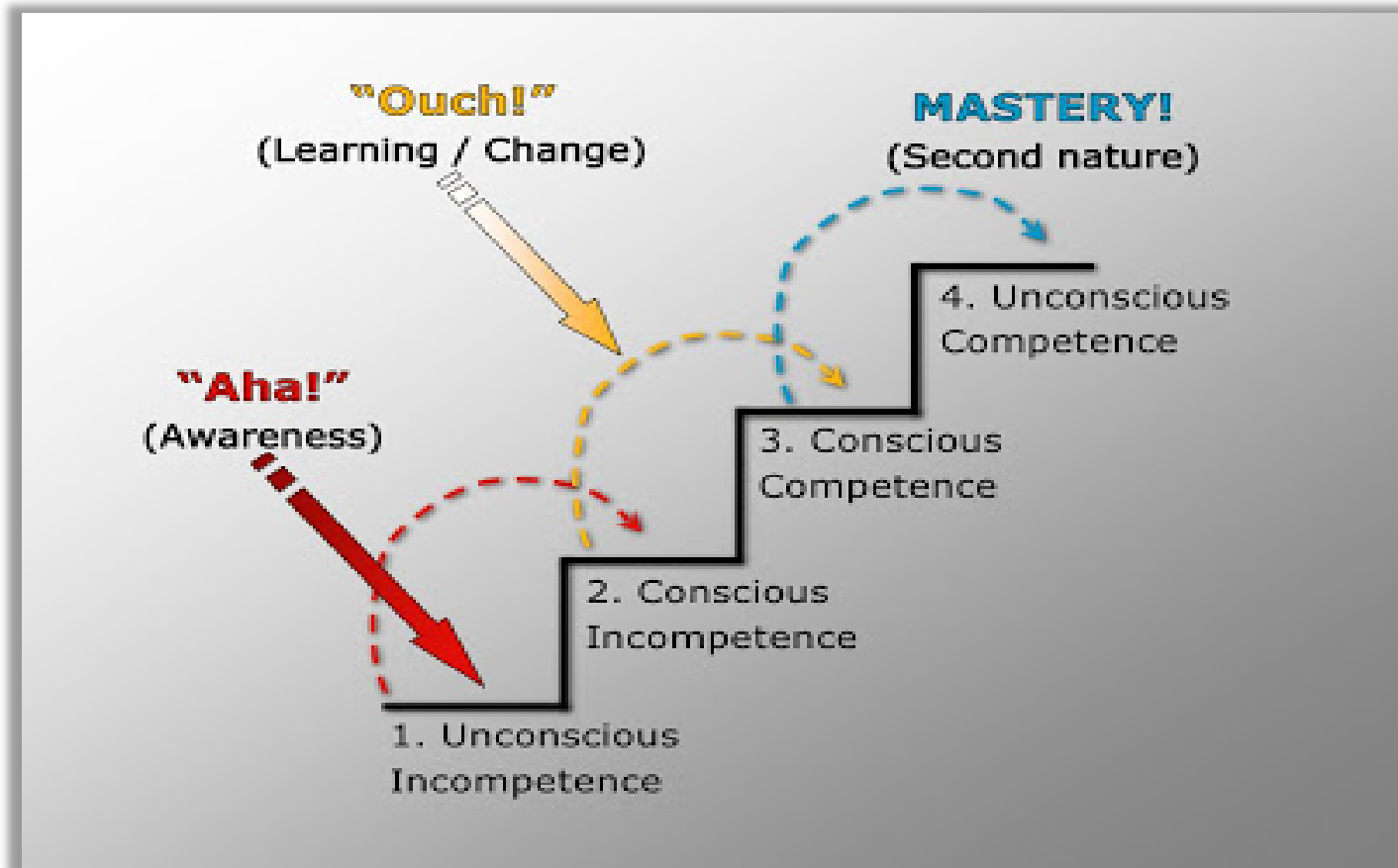
An **EXTERNAL** force.

Training is about the person delivering the information – **THAT'S YOU!**



IT IS OUR JOB TO CARRY OUT THE ACT OF TRAINING TO ENSURE THE TRANSFER OF LEARNING OCCURS.

And when done correctly...



THE PROCESS OF TRAINING

- **Knowledge**

Be a Subject Matter Expert

- **Prepare**

Know your learner and how to enhance your training techniques

- **Execute**

Follow the Coaching Model

- **Evaluate and Assess**

Provide feedback and thorough evaluations



THE LEARNER



ACTIVITY



ACTIVITY NOTES

- * What is the most surprising observation of this activity?
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LEARNING STYLES



Visual

- They love graphs, diagrams, and illustrations. “Show me,” is their motto
- They often sit in the front of the classroom to avoid visual obstructions and to watch the teacher
- They want to know what the subject looks like
- You can best communicate with them by providing handouts, writing on the white board, and using phrases like, “Do you see how this works?”



Auditory

- They listen carefully to all sounds associated with the learning. “Tell me,” is their motto
- They will pay close attention to the sound of your voice and all of its subtle messages, and they will actively participate in discussions
- You can best communicate with them by speaking clearly, asking questions, and using phrases like, “How does that sound to you?”



Kinesthetic

- They need to physically do something to understand it. Their motto is “Let me do it.”
- They trust their feelings and emotions about what they’re learning and how you’re teaching it. They want to actually touch what they’re learning. They are the ones who will get up and help you with role playing.
- You can best communicate with them by involving volunteers, allowing them to practice what they’re learning, and using phrases like, “How do you feel about that?”



ENGAGEMENT & RETENTION

5 % through lecture

10 % through reading

20 % through audio/visual

30 % through demonstration

50 % through discussion

75 % through practice by doing

90 % through teaching others



THE TRAINER



KEY TRAINER CHARACTERISTICS; 3 C'S OF TRAINING

Composure

Patience, Calm Under Pressure, Positive, Reliable, Stable, Partakes in the Solution

Communication

Subject Matter Expert, Verbal and Non-Verbal Skills, Respectful, Direct, Situational Leadership

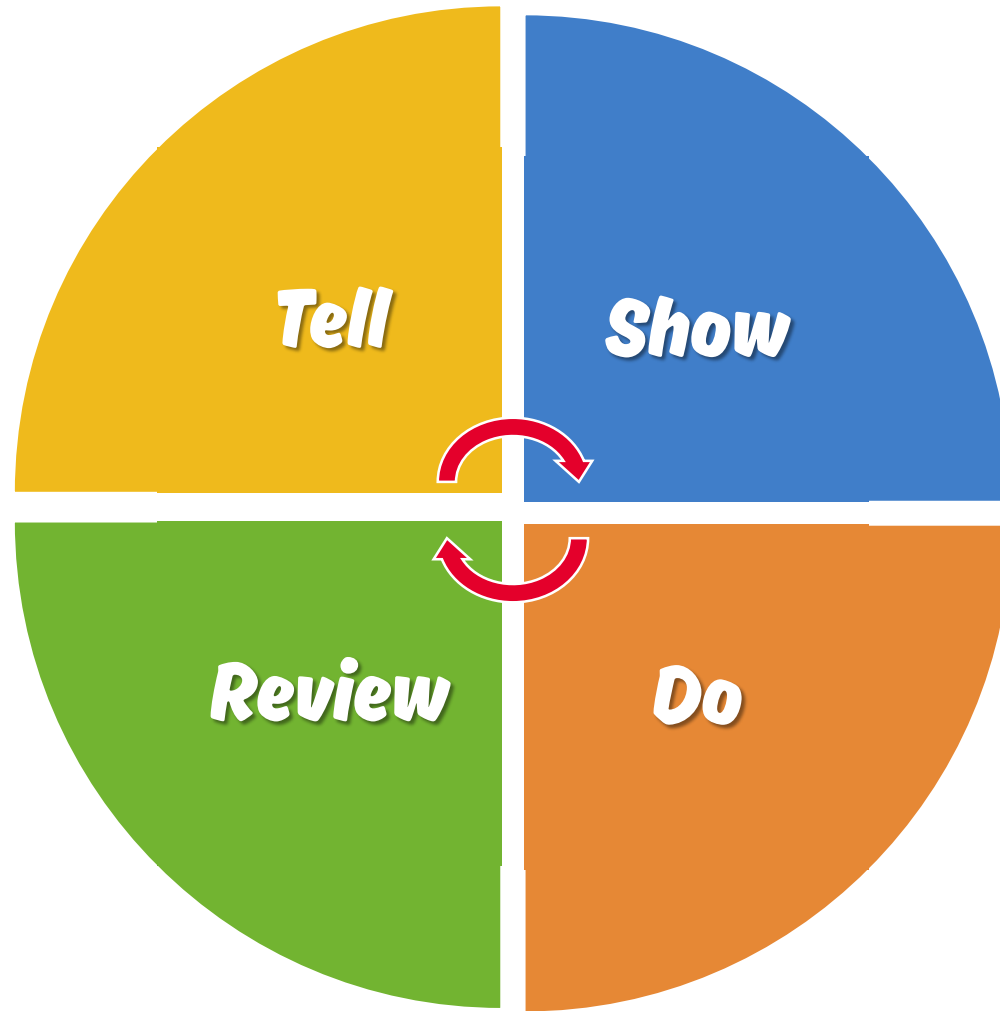
Coaching

Utilizes tools and materials, understands objectives, observe and analyze performance, proactively addresses challenges, provides effective feedback



COACHING MODEL





Tell

- Intro to the topic and the objectives
- Time to “hook” the audience

Show

- Demonstrate the new info and tasks step by step
- Be clear and concise
- Keep it interesting and engaging
- Generate audience involvement by asking questions or implementing a practice exercise

Do

- Test the knowledge
- Allow the New Team Member to demonstrate and practice the task
- Allow for mistakes
- Practice the skill being taught – repetition is key
- Encourage often

Review

- Opportunity to recap and answer any questions
- Let participants demonstrate what they have learned
- Return to the goals and objectives, review the steps in the process, the skills or the concepts and ideas presented

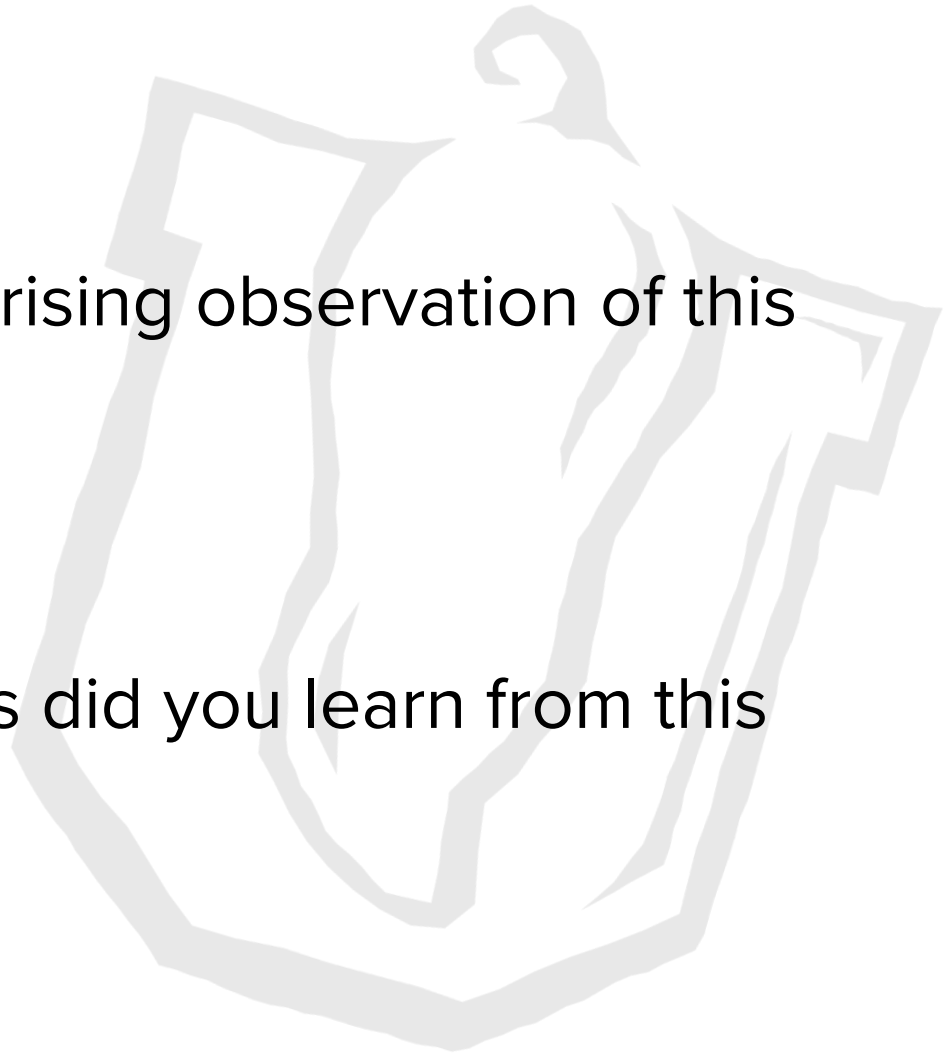


ACTIVITY



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FEEDBACK



DELIVERING EFFECTIVE FEEDBACK

1. State the purpose of the feedback
2. Ask the New Team Member to describe their performance
3. Trainer describes New Team Member's performance:
 - ★ Standard
 - ★ Behavior
 - ★ Impact
4. Allow the New Team Member to respond
5. Reinstatement the importance of the goal
6. Express your support and confidence in their abilities

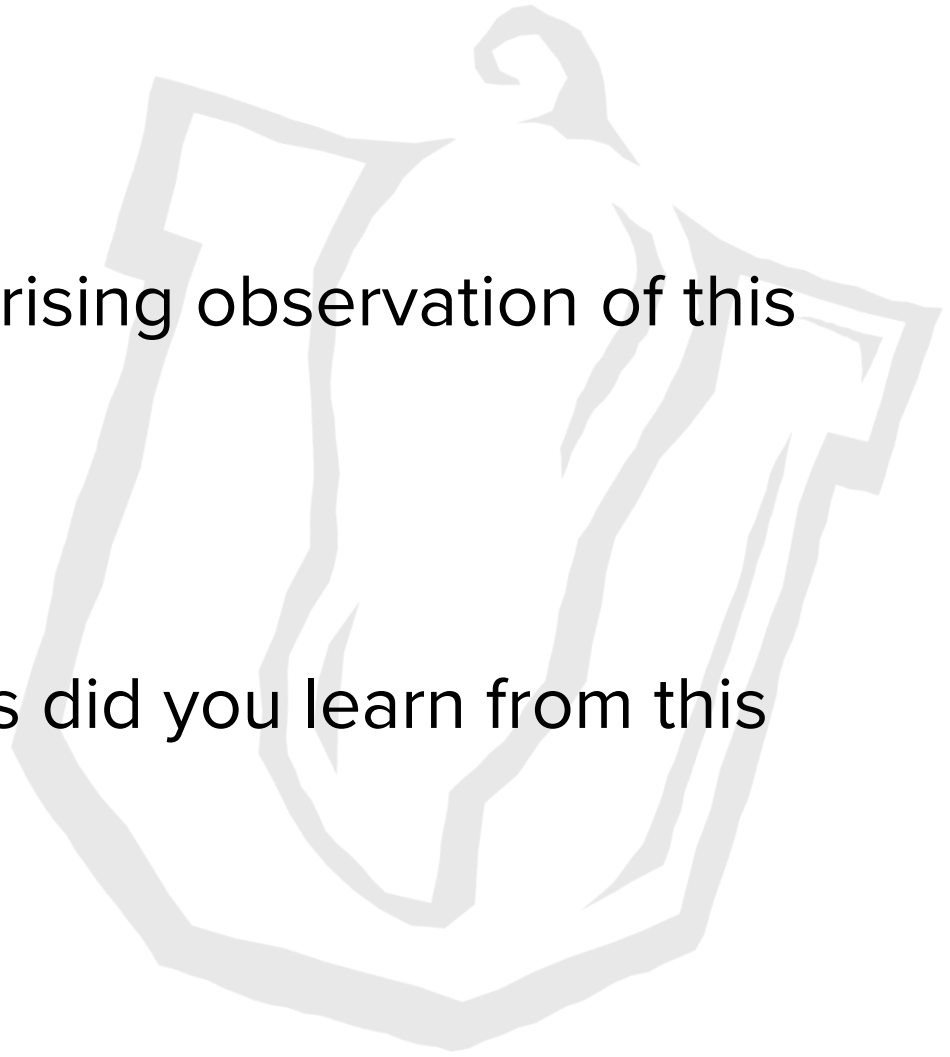


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WHAT ABOUT FUZZY
STUFF?



BENEFITS OF GREAT TRAINING



- ✦ Team Members are clear on how to **deliver The Promise**
- ✦ Team Members are **aligned** with the **standards** and **expectations** of each position
- ✦ Team Members feel a **part of the Family** and **confident** in their role
- ✦ **Everyone** in the restaurant **feels comfortable**, Guests and Team Members alike
- ✦ Every Guest leaves having had a **genuine experience** and **feeling valued**



CORPORATE DILEMMA

WHAT IF WE TRAIN THEM AND THEY LEAVE?

WHAT IF WE DON'T... AND THEY STAY?



INVESTING IN EMPLOYEES



THANK YOU
AND
CONGRATULATIONS!

★ YOU ARE NOW A SHOP CERTIFIED ★
FUZZY'S U TRAINER

