

COACHING SESSION SIMULATION

Bold Conversations “Check it” Form - #2



Evaluation Notes:

After the session, enter notes and feedback regarding the checkpoints below. The objective of providing feedback is to help the Crew Trainer Improve on their ability to train. You will use these checkpoint notes to give the Trainer feedback and complete the Crew Trainer Verification: Final Certification.

1 Did the Crew Trainer appropriately conduct the bold conversation to a satisfactory outcome? Yes/No _____

What did they do well?

How were some areas of opportunity and how might they improve?

2 Did the Crew Trainer apply the following strategies during the bold conversation?

Yes/No_____

- Be aware of how you both may feel about the discussion
- Consider the proper location for the conversation
- Remain friendly and be professional
- Present and discuss the proper behavior or procedure
- Control their and your emotions
- Address behavior, not personality
- Ask for your perspective
- Agree on mutual expectations
- Identify and agree on next steps
- Be factual

What did they do well?

This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald’s restaurant(s). If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.

COACHING SESSION SIMULATION



Bold Conversations “Check it” Form - #2

What were the opportunities for improvement?

Once you’ve completed each of the fields, set an appropriate time and place to discuss your findings and provide them the Crew Trainer Performance Evaluation.

Additional Notes:

This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald’s restaurant(s). If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.